

The WFA Review Process

The Board of Examiners rigorously evaluates each application relative to the Criteria and identifies organizational strengths and opportunities for improvement.

Note: Examiner teams **do not have access to previous applications or feedback reports** and must base their review only on your written application. In addition, the team **is prohibited from having contact with or communicating with you in any way** during the review process. If a site visit occurs, the team will be permitted to review additional information and to verify or clarify information provided in the original application.

There are three main stages in the review process:

- **Independent and Team Review:** The application report package is read independently by the members of the assigned Examiner team, each of whom evaluates it. Utilizing the observations of the entire team, the application report package is then reviewed jointly by the Examiner team. This review results in a consensus score that determines a preliminary level of recognition for which the applicant is eligible. The consensus score is also a key factor in the determination of whether a site visit will be required/offered. Key strengths and opportunities for improvement are identified in preparation for the site visit and/or the feedback report.
- **Site Visit:** The site visit occurs prior to final team scoring determination and serves to clarify and verify the information received in the application report package. At the site visit, applicants may be asked to provide additional information/data. Information received during the site visit may result in a change in the level of achievement tentatively assigned to the applicant organization.

A site visit is required for all organizations with a consensus score at high Mastery or at the Governor's Forward Award of Excellence level. Site visits are also available at the applicant's request for repeat applicants (who have submitted two or more applications in a three-year period) who were previously recognized at the Mastery level or above. Discretionary site visits may also be made to more accurately determine recognition level. Site visits are scheduled for the weeks of May 3 and May 10.

- **Panel of Judges Review:** Throughout the process a Judge works with the Examiner team, and once all teams submit their post-consensus or post-site visit scores and feedback, Judges compare all applications to each other and to past applications in order to calibrate feedback, scores, and recognition levels for all applicants.

Scoring

Scoring of applicant responses to the Criteria and development of feedback reports are based on several evaluation dimensions. Categories 1 through 6 ask process-related questions that address approach, deployment, learning, and integration. Category 7 addresses results.

- **Approach:** Refers to how the applicant appropriately and effectively addresses the Item requirements—the methods used—as well as the degree to which the approach is systematic.
- **Deployment:** Refers to the extent to which the applicant's approach is consistently applied to all areas within the organization, all customer segments, etc.
- **Learning:** Refers to the applicant's systematic cycles of evaluation and improvement, encouraging refinement of approach and breakthrough, innovative change.
- **Integration:** Refers to how your approach is aligned with organizational needs, your measures are complementary across processes and work units, and your plans, processes, and other actions are harmonized across process and work units to support organization-wide goals.
- **Results:** Refers to outputs and outcomes in achieving the purposes given in Category 7, including your current level of performance, the rate and breadth of your performance improvements, your performance relative to relevant comparisons or benchmarks, and linkages to your critical organizational needs.

QUESTIONS? Call (608) 663-5300

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