Entity Certification Feedback Form

(Post On-Site Certification)

Entity Name NCRXXXXX

Team Lead: Insert Name

On-Site Date: Insert Date of On-Site Visit

Form Completion Date: Insert Date of Form Completion

Your Name: Insert name or 'anonymous'

Your Title: Insert title or 'anonymous'

**Please return this questionnaire to** **certification@wecc.org**

**Please also provide a copy to** **NERC.Certification@nerc.net****.**

We appreciate the time and effort your company has expended in the preparation for and support of the certification of your organization by the Certification Team (CT). We are always interested in improving the process and would appreciate your feedback on the recent review of your system. Please take a few minutes to provide your comments by completing this form. Again, thank you for your time and effort and please be as honest and candid as you can to provide us the feedback required to improve.

1. Were you provided with sufficient notice prior to the arrival of the CT, regarding:
2. Dates Yes [ ]  No [ ]
3. Scope Yes [ ]  No [ ]
4. Agendas Yes [ ]  No [ ]
5. Specific information requests Yes [ ]  No [ ]
6. Worksheets Yes [ ]  No [ ]
7. Confidentiality agreements Yes [ ]  No [ ]
8. Objectives Yes [ ]  No [ ]

Please add any specific comments about sufficient notice.

**Response:**

1. The Certification methodology was clearly communicated.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any suggestions on how this type of communications could be improved.

**Response:**

1. At the end of each day were the daily findings adequately supported and presented during the daily debriefing?
	1. Most of the time [ ]
	2. Some of the time [ ]
	3. Hardly ever [ ]
	4. Never [ ]

Please provide any details or information that can help us understand how to improve our daily debriefs.

**Response:**

1. Were the overall findings adequately supported and presented during the closing presentation of findings?
	1. Yes [ ]
	2. No [ ]

Please provide any details or information that can help us understand how to improve our closing presentations.

**Response:**

1. The CT clearly communicated the basis of their findings. Please indicate how much you agree with the previous statement.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any details or information that can help us understand how to improve our performance in this area.

**Response:**

1. Did the CT provide you with helpful suggestions for improving your organization’s process and procedures?
	1. Yes [ ]
	2. No [ ]

Please elaborate on any benefits your organization derived from these suggestions.

**Response:**

1. The CT maintained the agreed schedule. Please indicate how much you agree with the previous statement.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please elaborate on any suggestions to help a CT maintain the agreed schedule.

**Response:**

1. Did the certification process significantly disrupt your operations?
	1. Extremely [ ]
	2. Moderately [ ]
	3. Not at all [ ]

Please elaborate on any significant disruptions your organization experienced from the process and any suggestion to minimize these in the future.

**Response:**

1. The CT was qualified to review the processes, tools, documentation, and personnel that your organization presented as evidence. Please indicate how much you agree with the previous statement.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any suggestion as to skills or competencies that you thought were missing from the CT or would add to the success of a certification?

**Response:**

1. The CT member(s) requested appropriate evidence to provide a reasonable basis for their findings and conclusions. Please indicate how much you agree with the previous statement.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any specific comments regarding the evidence requests made by the CT.

**Response:**

1. The CT member(s) used professional judgment appropriately to develop sound findings and focus on reliability?
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any specific comments regarding this attribute of the CT.

**Response:**

1. Overall, the Certification process was beneficial to your organization. Please indicate how much you agree with the previous statement.
	1. Strongly Agree [ ]
	2. Agree [ ]
	3. Disagree [ ]
	4. Strongly Disagree [ ]

Please provide any specific comments regarding any benefits to your organization.

**Response:**

1. Do you have any suggestions that would improve the Certification process?

**Response:**

Thanks again for you time and diligence in providing us such valuable feedback to improve our Certification process.