

## **TempNet Peer Review**

### **Objective:**

To conduct an outside evaluation of the requesting member's business in general, or in specific, areas and report their evaluation to the requesting member. (See following forms.)

### **Cost:**

There is no charge to the requesting member for the Review. However, the requesting member must agree to pay all travel costs incurred by the Peer Review Team, including fare, lodging, meals, etc.

### **Timetable:**

When possible, the Peer Review Team will arrive the evening of the first day and spend 2-3 hours with the Owner. They will discuss problems, goals, desires and what the Owner is looking for from the Review. The Owner must be available to the Review Team at all times during the review.

The second day is spent in the office interviewing the staff, analyzing procedures and monitoring applicant and order flow. That night the Review Team will write their report to present to the Owner.

The next morning, the Review Team and the Owner will discuss the written report and the Review Team will return home in the afternoon.

### **Procedure:**

1. A TEMPNET member wanting the Peer Review should request it, in writing, from the Peer Review Chairman.
2. Upon receipt of the written request, the Chairman will mail a Hold Harmless Agreement to the requesting member for his/her signature.
3. Upon receipt of the Hold Harmless Agreement, the Chairman will select two (2) appropriate TEMPNET members and discuss them with the requesting member for compatibility with the market area. The Chairman will establish 3 or 4 dates the requesting member is available for the Peer Review.
4. The Chairman will call the prospective Review Team Members to verify. They will perform the Review and establish an exact date for the Review. The Chairman will notify the requesting member of the date and will no longer be involved with the Review.
5. The Chairman will mail a pre-assignment package to the requesting member to be completed and copies mailed to each member of the Review Team prior to the Review.
6. The Chairman will mail a complete Review Team Package to each Peer Review Team Member to use to conduct the Review.
7. The Chairman is no longer involved with the Review, except to receive the Report forms from the requesting member and the Review Team.

**Feedback:**

1. The Peer Review Team will complete a written report and review it with the Member. The report is confidential and only the Owner and the Review team have access to the report.
2. The TEMPNET member reviewed will complete an evaluation of the Review Team and mail it to the Chairman after the Review.
3. The Review Team will complete a report to inform the Chairman the Review Was completed, along with any recommendations to improve future Peer Reviews.