APPRAISAL REVIEW COMMUNICATIONS
How to expedite feedback during appraisal reviews

Guidelines to follow when communicating with quality analysts during appraisal reviews

Quality analysts manage multiple appraisal reviews simultaneously. This requires thorough reviews of the SAS record, appraisal plans, schedules, final findings and numerous emails. Since analysts are knowledgeable in so many areas (e.g. certifications, renewals, course deliveries), they are multi-tasking to cover the numerous responsibilities assigned to them.

Analysts are able to manage a multitude of communications by following a clear subject line naming convention. For instance creating a subject line such as "SAS Appraisal 90999 Software Company Limited" helps to:

- Quickly search for appraisals that have actions pending
- Sort the messages to ensure all issues are resolved and the appraisal can be closed
- Search by appraisal number or name in the event of a telephone inquiry.

When communicating with an analyst, you will receive more efficient responses, if you 1) continue the naming convention and 2) ensure that all replies are sent "reply-all." Generally, email distribution lists such as "sas-review" are included in all correspondence. The purpose is to ensure:

- Adequate coverage and support during times an analyst may be out of the office
- Maintain a history of the appraisal event and responses (or other type of support)
- Consult with colleagues as needed
- Share information.

When subject lines are changed, distribution lists are omitted, or emails are sent to private email accounts, other analysts or CMMI Institute representatives do not have the history to bring issues to closure. You will help us serve you more efficiently by following these guidelines.

Questions regarding this guidance can be sent to scampi-quality@cmmiinstitute.com.