

## **PERFORMANCE FEEDBACK PROCESS**

Approved: August 16, 2004

### PURPOSE:

The Lincoln Foundation is consistently interested in receiving feedback for its customers and volunteers on how to improve the quality of the products and services it provides. The following process will be an outstanding tool in achieving this objective. It is communicated to the entire Lincoln Foundation family to ensure on-going continuous improvement activity.

### PROCESS

1. Establish vehicles to communicate:
  - a. Performance Feedback Process to Foundation family
  - b. Issues directly to Governance Committee Chair.
2. The issue is submitted to the Board Governance Committee.
  - a. Written or emailed to Committee Chair
  - b. Includes: dates of occurrence, facts surrounding issue, name & signature of person submitting.
3. The Governance Committee investigates the issue in a timely manner.
  - a. Gathers all facts
  - b. Verifies the validity of the issue
  - c. Lists alternative solutions and/or resolutions
4. Governance Committee makes report and recommendation to the Executive Committee.
5. Executive Committee makes decision on course of action to be taken.
6. Issue, resolution and all relative communication is filed in The Foundation archives.

### COMMUNICATION VEHICLES

1. E-Mailed out to all Lincoln Foundation volunteers, applicants and participants in activities.
2. Clearly stated in examiner and award applications
3. Included in all event material
4. A web site link will be established direct to the Chairman of the Governance Committee.

