

The e-mail to participants should specify a few things. Here are some suggestions for wording:

Before arriving at the meeting, we ask you to do a few simple things that should not take much time. If you each come with this output, it will make the meeting more efficient and effective. Based upon current/recent experience:

1. First, identify 3-4 key requirements for your location. Some examples might include timeliness of response, safety, loss/breakage/damage, etc.
2. Which of the requirements do you consider critical?
3. Is there data readily available to tell how many events where you might measure performance occur each year? It would be helpful to be able to have a count of Total Events, and then Numbers of exceptions to perfect performance in those events.

That's it, but your thoughts on this will be very important to the success of our meeting. Thanks.