



Silver	Gold	Platinum
Crosscheck QA Evaluations	Crosscheck QA Evaluations	Crosscheck QA Evaluations
Post-Evaluation:	Post-Evaluation:	Post-Evaluation:
IHS transmits final Full Set of QA Reports and Photo Cure Reports to Client	IHS Transmits Full set of QA Reports, Photo Cure Reports to Client and directly to Operator	IHS Transmits Full set of QA Reports, Photo Cure Reports to Client and directly to Operator
Client delivers reports to Operator	IHS sends link and instructions for CrossCheck Action Plan web portal to Client and Operator.	IHS sends link and instructions for CrossCheck Action Plan web portal to Client and Operator.
Operator uses Photo Cure Report to create Action Plan	Operator addresses and documents corrective action in Crosscheck Action Plan web portal.	Operator addresses and documents corrective action in Crosscheck Action Plan web portal.
Client manages corrective action process with Operator	IHS reviews and monitors Action Plan progress in CrossCheck Action Plan web portal and reports back to Client on a regular, periodic basis.	IHS reviews and monitors Action Plan progress in CrossCheck Action Plan web portal and reports back to Client on a regular, periodic basis.
IHS provides dashboard and two (2) Client defined specified reports. i.e.: Repeat Items Report, Wellness Category Report, etc.	IHS develops and presents Executive Summary Report on venue or enterprise results and summarizes key observations of non-test areas.	IHS develops and presents Executive Summary Report on venue or enterprise results and summarizes key observations of non-test areas.
	Client access to a web-based Tableau Visual Analytics dashboard platform to create reports that compare year-over-year, create benchmarks or sort data the way that is most useful for their purposes, goals, etc. 	Client access to a web-based Tableau Visual Analytics dashboard platform to create reports that compare year-over-year, create benchmarks or sort data the way that is most useful for their purposes, goals, etc. 
		IHS leads annual review and update of all evaluation templates based on current industry best practices.
		IHS conducts annual Crosscheck on-site work session to present results and develop strategy for upcoming evaluations.
		IHS completes complementary re-evaluation of all venues with scores in yellow and red zones within 90-to-120-day period.
		IHS customizes and provides Individual training to Client liaison personnel and Operator personnel in all areas that were below expectations.