



# #We Are Sterling

Elevating organizational performance excellence.

## Introduction

The Florida Sterling Council was formed in 1992, aligned with Florida Statutes 110.235 and 381.001, as a not-for-profit 501(c)3, public/private partnership supported by the Office of the Governor. Our core business is the management of the Sterling/ Baldrige National Criteria for Performance Excellence as a member of the national Alliance for Performance Excellence. Our extensive examiner performance excellence professionals and a Board of Directors ensure we maintain exceptionally high standards. We save organizations, and the states of Florida and Georgia, millions of dollars annually by elevating organizational performance excellence.

## Partnerships

Our continued partnership with **FloridaMakes** to complete organizational assessments with manufacturers across Florida has resulted in significant benefits. During the past four years, over 156 manufacturing organizational assessments were conducted driving change that resulted in 2,182 new jobs created or retained, over \$21 million in cost savings and \$230 million in new and retained sales. Eighty-eight manufacturers have been recognized at the annual Governor's Sterling Award banquet. The Sterling return on investment (ROI) for Florida provides true economic impact and supports Florida's commitment to growing both jobs and revenue.

The **Georgia Oglethorpe Award**, administered since 2017 by the Florida Sterling Council, represents our partnership with the state of Georgia. This includes Examiner training and all organizational assessments.

**Sterling International** is the global partner to the Florida Sterling Council. Sterling International's experts, most of whom are affiliated with Florida State University and Florida International University, provide businesses with assessment options, training, and consulting services to help them exceed their goals. In addition to consultative and competitive assessments, Sterling International provides unique services to its Board of Ambassadors through its certification program.

## Recognition & Results

The Florida Sterling Council has recognized 89 organizations as Governor's Sterling Award recipients and two Georgia Oglethorpe Award recipients as role model organizations. Since our inception, we have also trained nearly 3,000 Examiners who have implemented Sterling practices within their own organizations. Through leadership, programs, and volunteers, Sterling offers best practices which drive results and success in both individual professional development and bottom-line performance.

## Assessments

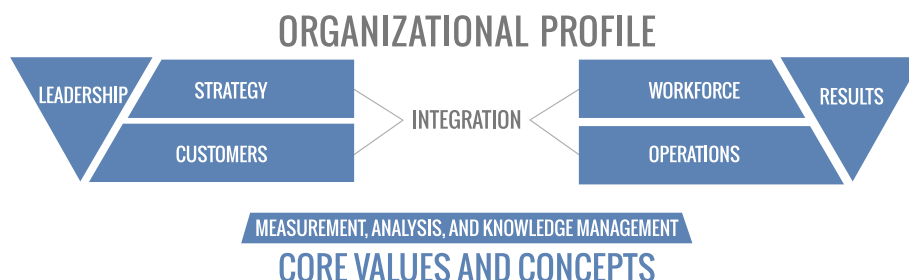
Sterling has eight robust assessment processes that use the Criteria for Performance Excellence for any size public or private organization.

- ▶ Sterling Express *Consulting Assessment*
- ▶ Sterling Manufacturing Business Excellence Assessment\*
- ▶ Sterling Explorer *Consulting Assessment*
- ▶ Sterling Challenge *Advising Assessment*
- ▶ Sterling Collaborative *Consulting Assessment*
- ▶ Georgia Oglethorpe Assessment\*
- ▶ Governor's Sterling Assessment\*
- ▶ Governor's Sterling Sustained Excellence Assessment\*

\* These competing assessments are reviewed by an independent panel of judges or, if selected, organizations may be eligible for Governor's Sterling/ Georgia Oglethorpe and Sustained Excellence Award recognition.

Annually, Sterling recognizes all organizations who apply for assessments as part of our Sterling conference at the Governor's Sterling Award Banquet.

## Sterling Management Framework





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## Examiner Leadership Development

The Examiner Leadership training program prepares and develops qualified individuals to serve as Examiners in the Sterling/Baldrige Performance Excellence Criteria. Sterling Examiners develop and refine leadership skills and competencies such as: critical thinking, systems perspective, analytical skills, and business acumen. The Examiners learn how to be more effective with both teamwork and communication skills, project management, and understand the basic of Lean Six Sigma application, such as problem solving methodologies, process mapping, and in-process and outcome measures. Finally, Examiners learn what it takes to be a more effective leader in understanding the difference between continuous improvement and innovation as a key performance improvement leadership competency.

## Lean Six Sigma Process Management Training

Sterling has multiple certification levels of Six Sigma application and knowledge for employees, key leaders, and executives:

- ▶ White Belt
- ▶ Advanced Yellow Belt (*Yellow Belt, DMAIC, and Project Management*)
- ▶ Green Belt
- ▶ Black Belt
- ▶ Executive Belt
- ▶ Silver Belt

## Return on Investment (ROI)

We offer a multitude of high-value, high-impact training sessions for organizations of every size and sector. Results and savings are typically substantial; for example, the average ROI on Lean Six Sigma Green Belt projects is \$710,000 (prior to replication). We offer incredible value at a rate significantly less than other providers and have sustained satisfaction ratings of 98%.

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## Sterling Institute for Organizational Learning and Development

The Sterling Institute for Organizational Learning and Development<sup>SM</sup> offers **Knowledge You Need Now**. Guaranteed to help drive high performance, the Sterling Institute offers an extensive array of educational opportunities across your organization that focus on Leadership, Strategic Planning, Customer and Workforce, and more. We provide distance-learning opportunities on an open enrollment basis, exclusively for you and your organization.

## Conference

Recognized as the premier conference in the nation for practical learning in leadership and management systems, the Florida Sterling Conference is held annually in late May/early June. The conference boasts 60 workshops, five certification tracks, direct application and take-away tools, two keynote speakers, a Team Showcase which features problem solving process improvement strategies, a Products & Services Exposition, a Storyboard Competition, and extensive networking and best practice sharing.

Industry leaders address current challenges and trending topics, with presenters from around the nation who have demonstrated expertise and have sustained top satisfaction ratings. In our 28 years, we've hosted nearly 22,000 attendees who learned from the best organizational excellence presenters in the nation.

**GET YOUR DUCKS IN A ROW**

29<sup>th</sup> Annual  
Florida Sterling Conference

JUNE 1-4, 2021  
JW Marriott Orlando Grande Lakes

