



#WeAreSterling

ELEVATING PERFORMANCE EXCELLENCE

Sustained Excellence Testimonials

"Courtesy of John Spence, we have adopted and leveraged his formula of **'Talent + Culture + Extreme Customer Focus X Disciplined Execution = Results'** into our management model to drive and sustain the Department's desired business results. This formula has enabled the Department to transition from a traditional subsidized entity to a business model focused on proactive leadership, planning, cost recovery, and leveraging partnerships to become self-sustaining."

Jack Kardys, Director, Miami-Dade County Parks, Recreation, and Open Spaces Department

"In a world where education seems to be continually evolving at both the state and national level, the Sterling Management Model helps Tropic Isles sustain organizational performance excellence. We keep our focus on student well-being through our use of the Glasser Quality Model and our supportive partners so children are ready to learn. Our data management and review systems give us constant information to make the right instructional decisions to take our students to next level in their education. Our students are truly worth whatever it takes!"

Brandy Macchia, Principal, Tropic Isles Elementary School

"Being a recipient of the 2011 Governor's Sterling Sustained Excellence Award validates our continuous performance improvement journey, as one exemplified by a culture of accountability, transparency, and role model results."

*Dawn C. Allicock, M.D., M.P.H., Director / Health Officer
Florida Department of Health in St. Johns County*