



Since 1992

FLORIDA STERLING COUNCIL

The Epicenter of Excellence

Overview

The Florida Sterling Council was formed in 1992, aligning with Florida Statutes 110.235 and 381.001, as a not-for-profit, public/private partnership supported by the Office of the Governor (and public and private businesses). Our extensive corps of performance excellence professionals, which annually includes more than 150 examiners and a 40-member Board of Directors, maintains exceptionally high standards. We save organizations, and the state, millions of dollars annually.

The Sterling Criteria for Performance Excellence, modeled from the evidence-based National Baldrige Criteria for Performance Excellence, provides a systematic framework for helping organizations improve their Return on Investment (ROI), and their bottom line. This past year, Sterling

partnered with FloridaMakes to complete organizational assessments with manufacturers across Florida. This work resulted in a **\$35 million revenue increase and growth of 220 jobs over the past year** (retained or added). The Sterling ROI for Florida provides true economic impact and supports the Governor's commitment to growing both jobs and revenue.

The Florida Sterling Council has recognized 82 organizations as Governor's Sterling Award recipients and role models. We have trained more than 2,000 examiners who have implemented Sterling practices within their own organizations. Through its leadership, programs, and volunteers, Sterling offers practices that drive results and success in both bottom-line performance and individual professional development.

Assessments

Sterling has five robust assessment processes that use the Criteria for Performance Excellence and are used by all organizations (regardless of size and sector):

- ▶ Sterling Explorer (*non-competitive, 2 days with a Sterling expert consultant*)
- ▶ Sterling Challenge (*non-competitive, 5 days with an examiner team site visit*)
- ▶ Sterling Collaborative (*non-competitive, 4 days with expert examiners collaborating with senior leaders*)
- ▶ Governor's Sterling Assessment *
- ▶ Governor's Sterling Sustained Excellence Assessment *

** Both assessments are reviewed by an independent panel of judges and, if selected, may be eligible for Governor's Sterling and Sustained Excellence Award recognition*

Sterling Management Framework

ORGANIZATIONAL PROFILE



MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

CORE VALUES AND CONCEPTS





Since 1992

FLORIDA STERLING COUNCIL

The Epicenter of Excellence

Training & Education

Training

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 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%.

Jump Start Business Success

An excellent starting point for organizational self-assessment, this training provides the foundation for providing critical insight into the key internal and external factors that shape an organization's operating environment.

Examiner Leadership Development

The Examiner Leadership training program prepares and develops qualified individuals to serve as Examiners in the Sterling/Baldrige Performance Excellence Criteria. Examiners develop and refine leadership skills and competencies, such as: business acumen, critical thinking, communication skills, Lean Six Sigma application, performance measurement, analytical skills, Key Performance Indicator (KPI) alignment to goals, and project management.

Emerging Leaders Academy

The Emerging Leader Academy is designed to teach a systems approach to leadership and management techniques through both classroom and practical application. The training is tailored to meet the unique needs of any organization and includes the completion of projects designed to positively impact organizational strategic objectives.

Lean Six Sigma Process Management Training

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

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

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 25 years, we've hosted nearly 22,000 attendees who learned from the best organizational excellence presenters in the nation. The next conference is May 29 – June 1, 2018 at the JW Marriott Orlando Grande Lakes.

850-922-5316

floridasterling.com

registration@floridasterling.com

