



# THE EPICENTER OF EXCELLENCE.

## Sterling Assessment Processes

### Testimonials and Quotes

“The Collaborative Site Visit at FBMC Benefits Management proved to be an educational experience for our entire organization. With this process, we became aware of opportunities about our business that we would not have otherwise learned. This was certainly an experience that will provide many positive advantages for our business. The engagement of the full Leadership Team in the development of the feedback report has made a tremendous impact on our Team and has reinforced our commitment to make never-ending improvements to our business.”

*David Faulkenberry, President, FBMC Benefits Management, Inc.*

“As a small to mid-sized government agency we have found the Sterling Explorer process to be extremely beneficial in our efforts to improve our business processes and to prepare for the Governor's Sterling Challenge. The Explorer eliminates the need for costly outside consultants and provides for a continuous loop of feedback between your team and the Sterling staff.”

*Cory Godwin, Chief Deputy Tax Collector, Walton County Tax Collector's Office*

“Part of the value is that the Sterling Explorer assessment requires management to take a time out from their busy schedules to have a health check on their business processes.”

*Mark Madore, Director of Operations, Sparton Electronics*

“UGL-Unicco was going through major changes and growth expectations doubled overnight. We used the Navigator tool to identify opportunities for improvement as an honest assessment and a point of departure for our strategic plan. Equally valuable to the process was engaging Pat Sciarappa from the Sterling team to assist with prioritizing and facilitating our strategic planning process, dealing with strong personalities, and keeping us focused. As a result, we developed and implemented our strategic plan and an ongoing continuous improvement process that have produced record results in sales and close ratio.”

*Randy Ledbetter, President, Ledbetter Associates Former Vice-President Business Development, DTZ- a UGL Company*





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“As a small government office, I was hesitant about the cost associated with the Governor’s Sterling Award review process. In the months prior to and during the onsite examiners visit, something magical and priceless occurred. Our team members connected with one another on a higher level. They now clearly understand how their work links to the overall strategy, and you could feel and hear the pride, joy, and personal satisfaction shared by a TEAM. The Sterling Management Model and its’ evaluation programs are an affordable force multiplier for organizational performance and culture improvement.”

*Rhonda Skipper, Walton County Tax Collector*

“The Governor’s Sterling Award (GSA) provided Kids Central the opportunity and framework to define operating and performance measures across the core business functions. In contrast to accreditation standards, which provide a list of best practices to which we are expected to integrate into our operating procedures, Sterling forced us to look at how we listen to our customers, measure performance on all levels of the organization, and continuously improve performance. The GSA gave us a fresh perspective on our organization, communication techniques, performance data, and improvement initiatives. I strongly encourage any organization looking to take their performance to the next level to consider becoming involved with the Sterling process.”

*David DeStefano, Chief of Strategy, Kids Central, Inc.*

“As a mid-sized company, Beckwith Electric was able to use Florida Sterling Council’s proven standards of excellence as a guide to making improvements that generate better operations, customer value, and overall results. We highly recommend this process to any organization that wants to elevate performance and increase productivity.”

*Beckwith’s Sterling Team - Jim Torro, William Gehreke, Tracy Messer, and Martin Terrill*

“With the current economic situation in Citrus County, it is important to continue our Sterling journey utilizing the criteria processes and measurements, to ensure that our office is operating in the most cost effective and efficient manner while maintaining quality customer service levels.”

*The Honorable Janice A. Warren, Citrus County Tax Collector*

