



Sterling Criteria for Performance Excellence



Congratulations!



Governor's Sterling Sustained Excellence Award Recipient 2013
Governor's Sterling Award Recipient 2009

Florida Sterling Council

- Florida. Our state of excellence.
- Serving Florida as the epicenter of business quality through assessment, training, and recognition for performance excellence and proven results.

Governor's Sterling Award Recipients

- Pinellas County Tax Collector
- Miami-Dade County Health
- Manatee County Tax Collector
- Miami-Dade Park & Recreation Department
- Tropic Isles Elementary School
- Hillsborough Tax Collector
- Marion County Sheriff's Office
- Orange County Clerk of Courts
- Brevard Public Schools
- The Depository Trust & Clearing Corporation
- Florida Hospital Memorial Health Center & Florida Hospital Orlando
- Sunstar Paramedics
- Shands HealthCare
- The Ritz-Carlton, Sarasota
- Landrum Professional Employer Services

* Some recipients over the past few years

Sample Results

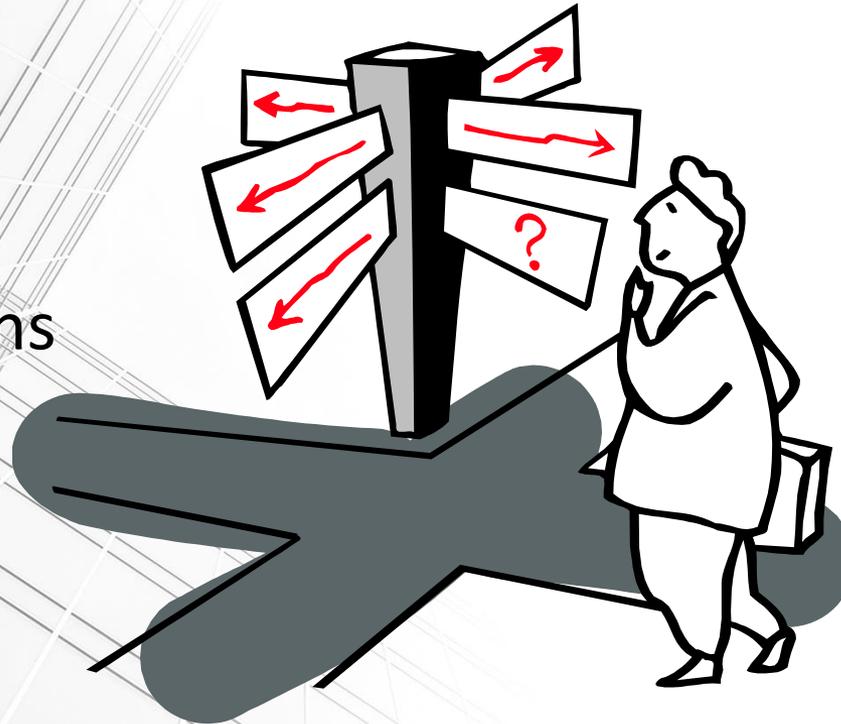
- **Sales increased almost 120% since 2006 – total revenue increased from \$26 million to over \$56 million in 2012**
- **ROI has grown at a 23% compound annual rate vs. industry best at 13.7%**
- **Reduce operating cost by more than \$800,000 over 3 years & reduce wait time by 35%**
- **91% overall customer satisfaction rating in the financial service sector and 99% customer satisfaction in the public sector**
- **Reduce crime rates from 29.1 per 1,000 residents to 22.8 as compared to best Florida peers at 38**
- **Achieve Benchmark levels in HCAHPS scores (4th quartile)**
- **45:1 Return on Investment in Professional Development**

How will this model help you?

Direction

Focus

Connections

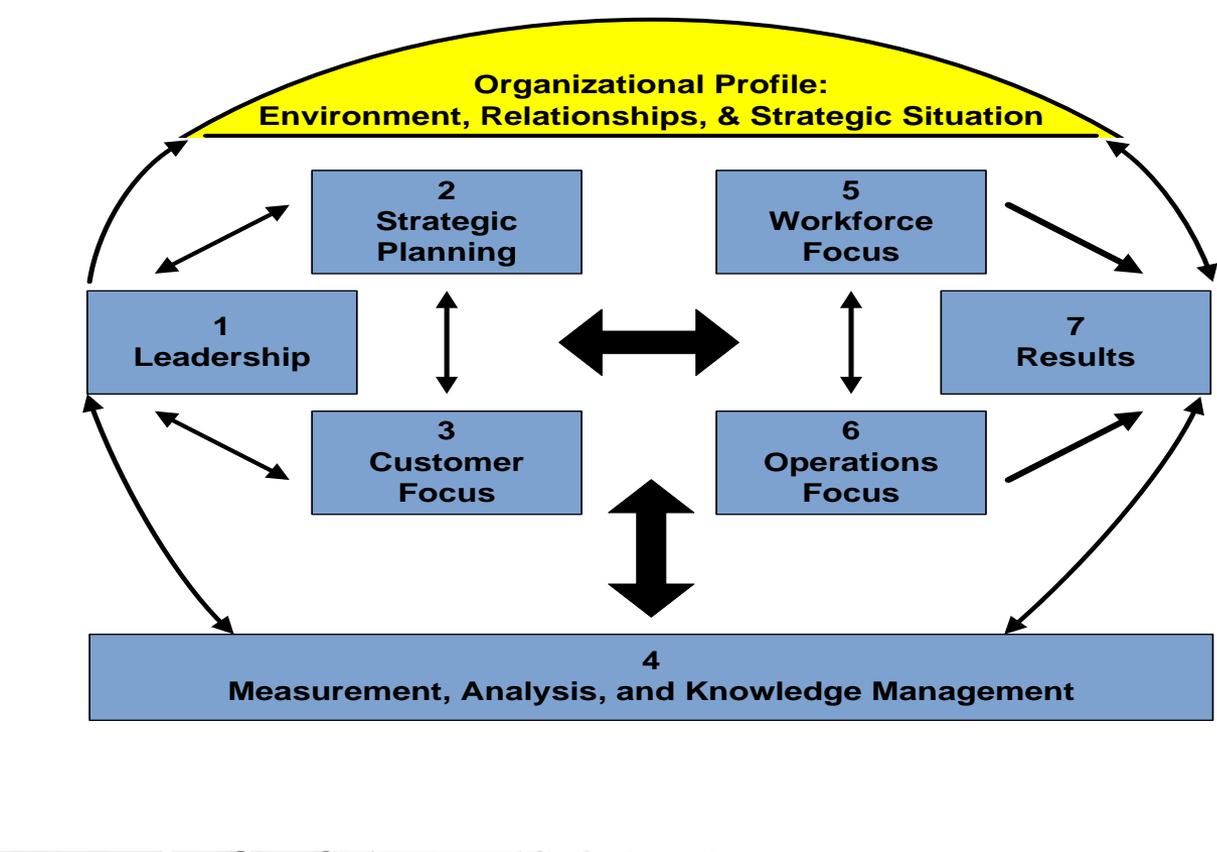


Priorities

Data

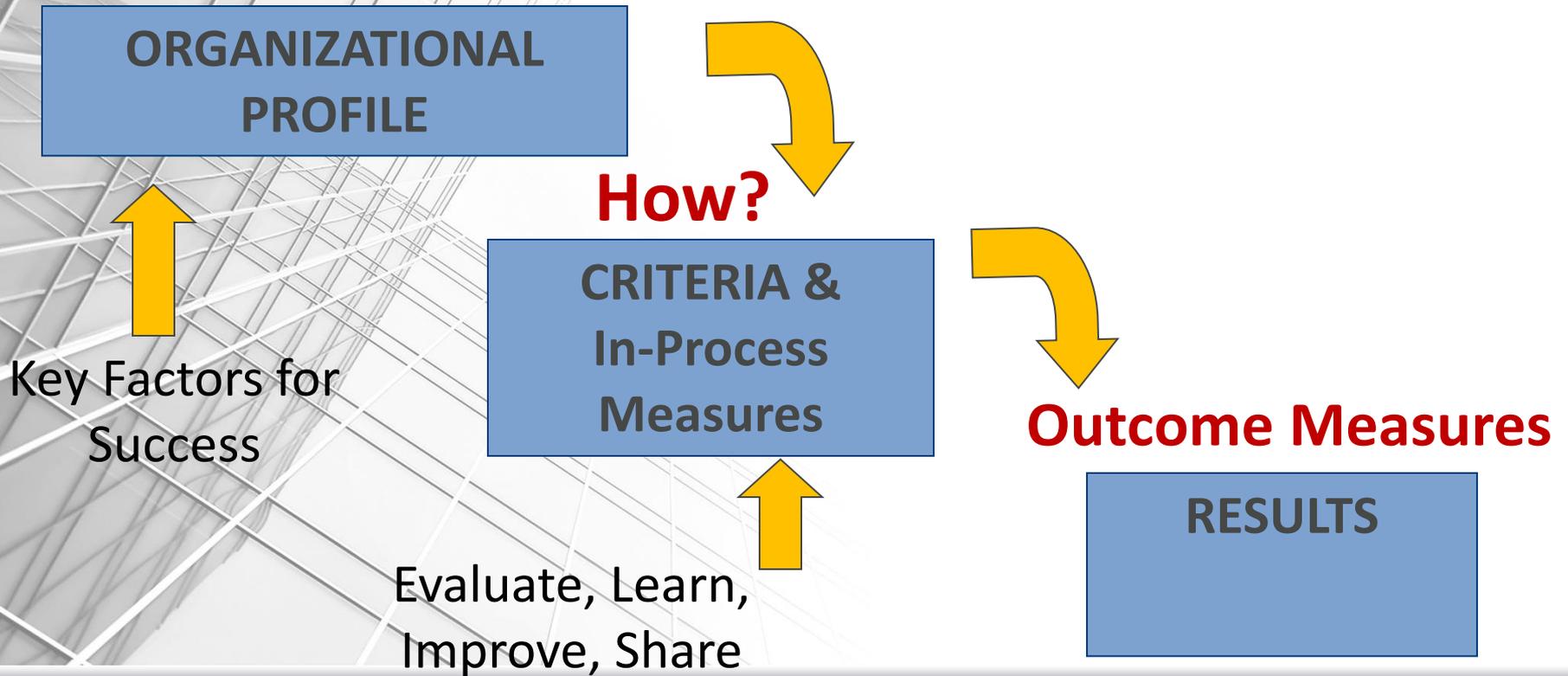
Improvement

Sterling Management Framework



Results Focus

Who & What?



Sterling Path to Excellence

- Sterling Navigator
- Sterling Horizon
- Sterling Explorer
- Sterling Challenge
- Sterling Collaborative
- Governor's Sterling Award
- Sterling Sustained Excellence Award

MANAGEMENT ASSESSMENTS

Organizational Profile

- Organizational environment
- Organizational relationships
- Competitive environment
- Strategic challenges and advantages
- Performance improvement system

Profile Learning & Use

- Enables leaders to stand back and look at the organization holistically
- Helps identify gaps in key information and focus on Key performance requirements and results
- Identifies topics for action planning
- Use as a “Big Picture” view of the organization to share with the workforce and other stakeholders

Category 1- Leadership

1.1 Senior Leadership

1.2 Governance and Societal Responsibilities



Category 2 – Strategic Planning

2.1 Strategy Development

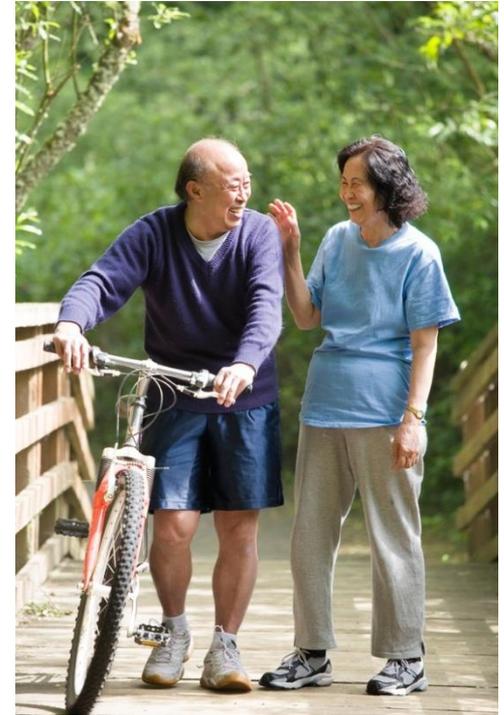
2.2 Strategy Implementation



Category 3 – Customer Focus

3.1 Voice of the customer

3.2 Customer Engagement



Category 4 – Measurement, Analysis, and Knowledge Management

4.1 Measurement, Analysis, & Improvement of Organizational Performance

4.2 Knowledge Management, Information, & Information Technology



Category 5 – Workforce Focus

5.1 Workforce Environment

5.2 Workforce Engagement



Category 6 – Operations Focus

6.1 Work Processes

6.2 Operational Effectiveness



Category 7 – Results

7.1 Product/Service and Process Results

7.2 Customer-Focused Results

7.3 Workforce-Focused Results

7.4 Leadership and Governance Results

7.5 Financial and Market Results



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- New Speed Learning & Networking
- New Extended Exposition



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