



Florida Sterling Council

Benchmark with Great Companies

Background Info:

Dave Klater Consultants, Inc. provides its clients with consulting services aligned with the implementation of the Baldrige/Sterling performance improvement system. Services provided to clients include: self-assessment and preparation (including application preparation) for the Sterling Award and Baldrige Award along with other similar state programs; development and implementation of strategic plans; process improvement through the usage of a systematic eight-step Process Management process (based on the concept of PDCA), process improvement through a systematic benchmarking process (also based on PDCA); customer survey development; and senior leadership coaching focused on the Baldrige model. Dave has worked with many organizations at both the state and national level that have been recognized as top tier award recipients.

Dave (President) has been a board member of the Sterling Council and Sterling Master Examiner for the past 13 years, has led many Sterling (GSA, Challenge and Navigator) site visit teams, has been involved as Chair and/or Co-chair of the Examination Committee for the past 10 years.

Key Competencies:

- Expertise in all phases of the Baldrige/Sterling examination process at both the state and national level including: application preparation, examiner training, examination/self-assessment, site visit preparation and judging.
 - Knowledge of organizational best practices
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Benchmarking:

Examiner training and examination processes shared annually through Sterling examiner training.



Dave Klater Consultants

Performance Improvement Specialists

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Meet Our President

Dave Klater has spent many years assisting organizations in their continuous improvement journeys. This includes a 27-year career at BellSouth where Dave held various management and technical positions. He was involved in leading the implementation of BellSouth's Total Quality Management Program during the late 1980's and in driving organizational performance improvement through a Baldrige-based internal assessment initiative during the 1990's.

Management Consultant and has assisted various public and private sector organizations in using Baldrige assessments for performance improvement. Clients include eight winners of state quality award programs in Florida, Georgia and North Carolina. He has worked with private sector clients in financial services, telecommunications, broadcasting, information systems and manufacturing; and public sector clients in public health, healthcare, social services, transportation, local government and insurance. He has assisted clients in organizational assessment, strategic planning, leadership development, performance measurement and business process management.

Clients have included: Siemens, Motorola, Merrill Lynch, Turner Studios, Florida State Hospital, Florida Department of Health, Miami-Dade County Health Department, Kansas Department of Health and Environment and the Georgia Department of Human Resources.

Dave is currently an Alumni Examiner for the **Malcolm Baldrige** National Quality Award program (nine years as an examiner), a Board Member and Master Examiner for the Florida Governor's **Sterling** Award Program (12 Years with the Program), a member of the Panel of Judges for the **Georgia Oglethorpe** Award Program (7 years with the program) and has been a Lead Examiner for the US Army FORSCOM Centurion assessment program. He is also the lead trainer for examiners for the Georgia Oglethorpe program and the Florida Sterling program. He is a Senior Member of the American Society for Quality and is certified as a Quality Auditor and a Quality Manager by the ASQ. He also has been trained as an ISO 9000 Lead Auditor.

Dave has a Bachelor's degree in Engineering Mechanics from Penn State and an MBA from Florida International University.

For Assistance in your organization's Continuous Improvement Journey, please contact Dave Klater Consultants Inc. at (904)471-0112 or via e-mail at Dave@daveklater.com

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