



**Our Vision is to make every individual a top performer
and every client organization a winner.**

Background Information

Electronic Training Solutions/Competitive Technologies (ets/CTi) is a management consulting firm founded in 1990 and located on Florida's Space Coast, specializing in helping private and public sector organizations and communities achieve performance excellence. Areas of expertise include:

- **Organizational assessment** based on Baldrige, Sterling, or Deming Prize criteria.
- **Strategy development and deployment** to focus the organization and to align and integrate all operations.
- **Process management and measurement** to define and improve all work systems.
- **Performance management** to ensure individual, and measurable, accountability at all levels, and the alignment of all employees to organizational goals.
- **Technological solutions** to ensure quick access to information, knowledge, and services such as surveys, online six sigma certification, and PROMod which powers the Whole Child Social Services system through partnership with the Lawton Chiles Foundation. ets/CTi is the largest provider of online six sigma training to Florida state government.

ets/CTi has been a member of the Florida Sterling Council Board of Directors since 1995 and is represented on the Board by Bob Seemer, President and Chief Operating Officer of ets/CTi. Bob has also served on the Sterling Council's Executive Committee in the roles of marketing and board development. As a senior and lead examiner, he has led many teams through the Sterling Challenge and Governor's Sterling Award application review and site visit processes. Bob also has held positions on the Examination and Conference committees, and developed the Sterling Conference Business Track, encouraging more private sector interest and participation in the Sterling process. Bob and the ets/CTi consulting team are frequent speakers at the Sterling Conference on pre-conference workshop topics or leading-edge subjects in the various conference tracks. Since 1992, ets/CTi has contributed eight employees to serve as Sterling examiners, nine client organizations have become board members, and more than 100 client organization employees have become Sterling examiners.

ets/CTi is recognized as the consulting partner of choice in helping organizations translate and implement the Sterling criteria to achieve performance excellence. Since 1992, client achievements have included several business profitability turnarounds, one Deming Prize, four Malcolm Baldrige National Quality Awards, and nine Governor's Sterling Awards, including Brevard Public Schools and the Florida Division of Blind Services in 2007. ets/CTi's ability to translate its five areas of expertise into client-specific improvement plans helps ensure rapid performance improvement and organizational transformation.

ets/CTi is a proud business partner of the Sterling Council and to many organizations which ensure the achievement, safety, and well-being of children, elders, and persons with disabilities, and designs and develops its systems to ensure equal access and usability as they strive to achieve excellence in their personal and professional lives.

*"The Sterling Management System has proven to be an effective tool for
improving the quality of life for all Floridians, including children, the
disabled, and elders."*

Maria Mogollon-Seemer, CEO, Electronic Training Solutions, Inc.

Key Competencies

ets/CTi brings the following core competencies to the Sterling Board of Directors for the benefit of all Sterling processes:

- In-depth understanding and practical application of the Baldrige, Sterling, and Deming management systems.
- A holistic view of organizations, and the ability to determine priorities for implementation.
- A keen awareness of external conditions and organizational issues which drive change and which can be addressed through the systematic application of leadership and management tools.
- Success in the application of technology as a tool for delivering knowledge, rapidly improving service, and reducing operating costs.
- A perspective that organizations should focus on opportunities and growth, and not be satisfied only with defect reduction.
- A philosophy that systems should be designed to enable average people to achieve success rather than be reliant on a few key individuals.

Benchmarking

ets/CTi clients have been recognized by Baldrige and Sterling examiners for "best practices" in all seven categories. Following are three recently recognized processes:

- **Community Involvement Process (CIP)** – A systematic approach for building partnerships in key communities. The objectives of the CIP are to increase market share (number of customers) through awareness, outreach, and referrals, and to increase service capacity by developing partnerships with community resource providers. CIP effectiveness is determined through qualitative and quantitative measures. Implemented in Florida's Division of Blind Services <http://dbs.myflorida.com>.
- **First in Florida Strategic Plan (FFSP)** – A systematic approach for developing and deploying school district strategy and the measurement scorecard throughout the entire organization, and ensuring the alignment of all school improvement plans. Implemented in Brevard Public Schools <http://www.brevard.k12.fl.us/ScoreCard/main.html>.
- **Whole Child Connection (WCC)** – A systematic, technological approach for identifying individual and community barriers to success and matching prioritized needs to service provider solutions. The system is accessible from any location through a web-browser, can be anonymous, and empowers families to help themselves, thus avoiding the complexities and frustrations of governmental agencies. Implemented in several locations, including Manatee County, Florida <http://www.wholechildproject.org>.

Contact Information

For more information on these or other best practices, please contact Electronic Training Solutions, Inc. (ets/CTi) at:

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