



Florida Sterling Council | 2008 Customer Feedback Survey

The Florida Sterling Council launched a survey this summer to take a pulse of its customers and determine which topics were of greatest interest to them. From our many customers, 490 responded to the survey. Some of the data collected are as follows:

- 75.1% of respondents were from various level of government (federal, state, city, or county)
- 80% of respondents indicated they had participated in a training provided by Sterling (14.2% *Private Sector*)
- 66.9% of respondents indicated that their organization had participated in a Sterling assessment (12.5% *Private Sector*)

Participants were given an opportunity to select a number of topics they were interested in and would like to see the Florida Sterling Council offer. The following are the top 10 most selected topics.

1. Creating a Culture of Improvement & Innovation (55%)
2. Improving your Leadership System (41%)
3. Streamlining Work Processes (40%)
4. Determining the Right Measures (40%)
5. Implementing Process Improvement (37%)
6. Succession Planning (32%)
7. Create and Implement a Strategic Plan (28%)
8. Rapid Process Improvement (27%)
9. Knowledge & Data Management (26%)
10. Six-Sigma Green Belt (24%)

Participants were also asked to provide contact information if they were interested in receiving follow up by the Sterling office. Of 490 respondents, 106 (or 22%) provided contact information. We have implemented a process and have already begun making contact with every respondent who left contact information. If you left your information and have not heard from us yet, we will get to you soon.

THANK YOU!!! to everyone who took the time to provide us with feedback regarding our services. We look forward to seeing each of you at the 17th Annual Florida Sterling Conference. Please click on the conference tab located on the main web page for more information.