



January - February 2011

Sterling Events

The Sterling Monthly Focus is a communications tool distributed to Board Members, Examiners, and Sterling customers. It serves as a monthly reminder of the products, services, and events sponsored by the Sterling Council.

Upcoming Meetings

Executive Committee Meeting	February 10	Tallahassee
Board of Directors Meeting	February 11	Tallahassee

Performance Improvement Leadership Series

January 19, 2011	Class #1 - Tools and tricks for identifying measures at the organization level	March 16, 2011	Class #5 – Choosing the right improvement method and overview of the Benchmarking Process
February 2, 2011	Class #2 – Identifying and measuring work processes	March 30, 2011	Class #6 – Leaning your processes
February 16, 2011	Class #3 – Tools for tracking performance	April 13, 2011	Class #7 – Analytic Problem Solving (DMAIC) Part 1
March 2, 2011	Class #4 – Identifying and prioritizing improvement opportunities	April 27, 2011	Class #8 – Analytic Problem Solving (DMAIC) Part 2

The Florida Sterling Council is offering a series of eight learning sessions led by Steve Dickinson that will focus on Process Management and Improvement and build progressively

The classes will be offered every other **Wednesday from 12:30 pm-2:00 pm** beginning on January 19, 2011 in Tallahassee. Each class will be limited to 100 attendees. The cost to attend is \$25 per session or \$150 for all 8 sessions if registered and paid for in advance (a 25% discount). For more information, please click on the link below.

http://www.floridasterling.com/traininganddevelopment_schedule.html#training

**Register Now for the 19th Annual Sterling Conference,
May 31-June 3, 2011!
You could save \$300 if registered and paid by January 31, 2011**



http://www.floridasterling.com/annualconference_overview.html