

LEADERSHIP DEVELOPMENT.

"As a Governor's Sterling Award recipient and a Sterling Examiner, I can personally speak to the value that following the Sterling/Baldrige Criteria for Performance Excellence brings to an organization. More specifically, I would like to speak to the value of becoming an Examiner. I am not going to mislead you or suggest that being an Examiner is anything short of hard work. But if you commit yourself to this venture, it can be one of the most rewarding things you can accomplish as a CEO. It sets the tone for your organization and allows you to be the model for all business stakeholders. It is a great way to enhance your personal and professional leadership skills and will definitely provide you with new insights into your organization and its opportunities for future development."

- Jim Burkhart, President & CEO, Shands Jacksonville Medical Center

WHO SHOULD APPLY.

The Florida Sterling Council's goal is to ensure broad representation from many industries, companies, and organizations in the for-profit, nonprofit, and public sectors. This ensures expertise to evaluate Governor's Sterling Award applicants from these sectors. If you have management and/or organizational performance experience and the ability to analyze and synthesize information, as well as perform technical writing, then consider applying. Learn more at www.floridasterling.com.

Applicants will not be denied on the grounds of race, creed, color, national origin, age, sex, or disability.

TIME COMMITMENT AND HOW TO APPLY.

Attendance at a three-day training course in October or November is required for all examiners. A minimum time commitment of 110 hours is typical from November to April. The award's critical review periods are mid-November through January for independent review, late January through February for consensus review, and February through March for site visit review (which typically involves about 50 percent of examiners). Review of written applications is carried out at the examiner's work location or home. Travel is necessary for training, consensus, and site visits.

May-August: examiner applications available
August-September: new examiner pre-training (two days)

LEARN MORE ABOUT STERLING.

Many resources are readily available to assist you in learning about the Florida Sterling Council.

Visit the Sterling website at www.floridasterling.com. You'll find answers to frequently asked questions; a list of available materials and publications, including the Criteria for Performance Excellence and current case study; and award recipient profiles, videos, and articles.

Contact the Florida Sterling Council for additional information and for Sterling materials.

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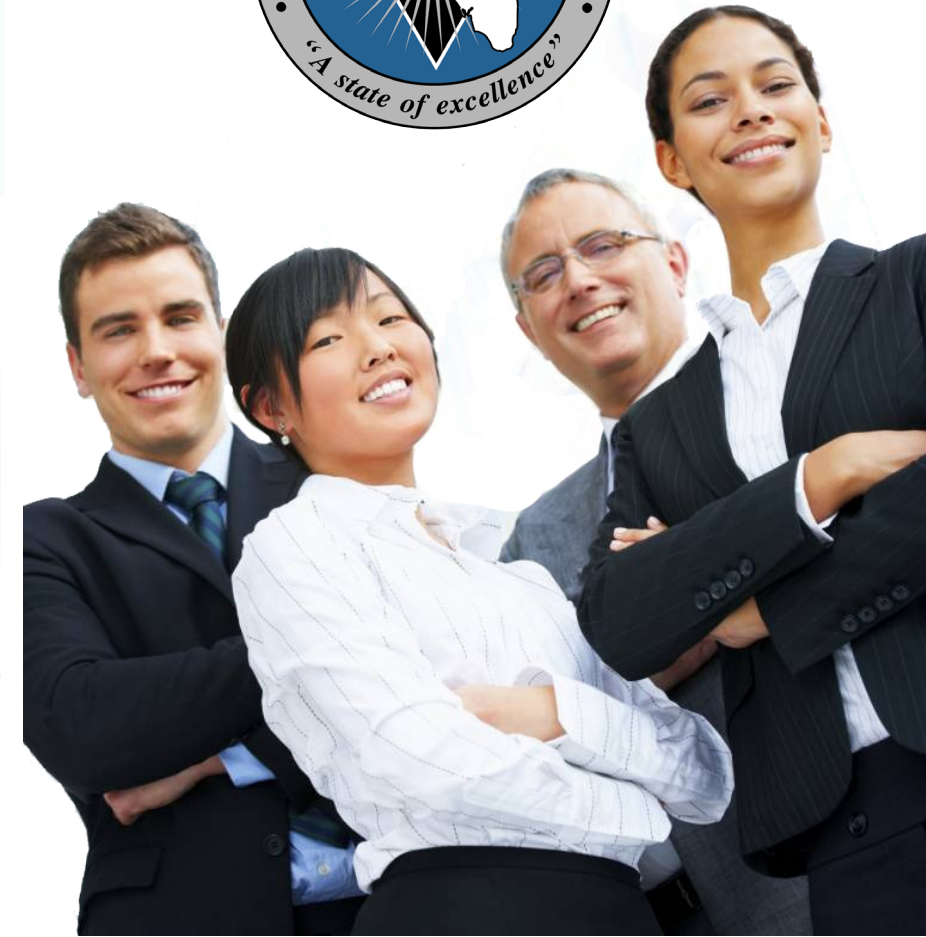


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APPLY AT

WWW.FLORIDASTERLING.COM/EXAMINERS.PHP.

GET ON BOARD AS A STERLING EXAMINER



ENRICH YOUR CAREER. IMPROVE ORGANIZATIONAL PERFORMANCE. BE A STERLING EXAMINER.

If you are looking for a one-of-a-kind professional development and networking opportunity, and the chance to make a meaningful contribution to organizational improvement and Florida's competitiveness, apply to serve as a volunteer on the Sterling Board of Examiners.

Each year, around 200 leading experts in Florida and across the U.S., from business, health care, education, government, and nonprofit organizations are chosen from industry groups, professional and trade organizations, and other nonprofit groups. They become Sterling examiners, an elite group of industry leaders who help drive organizational performance excellence.

Sterling Examiners:

- evaluate applicants for the Governor's Sterling Award—one of the awards for performance excellence and innovation and other Sterling assessments
- use their expertise to improve Florida's organizational performance;
- learn best management practices that deliver world-class results; and
- network with senior-level professionals from all sectors of the Florida and U.S. economy.



Attend a Nationally Recognized Training. Learn the Sterling Criteria.

Examiners participate in an interactive Examiner Preparation Course in October or November in Largo, FL (three days for returning examiners; five days for new). Training covers the Sterling Criteria for Performance Excellence and scoring system, the evaluation process, and the Code of Ethical Conduct. Then, using the Sterling Criteria, examiners participate in an evaluation process that involves independent team consensus reviews of applications from organizations across the State of Florida. The examiner team writes a report that provides feedback to these applicants, helping to drive breakthrough organizational improvement. The feedback report is a key reason why organizations apply for the Governor's Sterling Award.

The Criteria for Performance Excellence.

Organizations use the Sterling Criteria to accelerate improvement and achieve world-class results. The Criteria also are the basis for evaluating applicants for the Governor's Sterling Award.

The Criteria are developed from state-of-the-art learning of private and public-sector organizations and reflect validated, leading-edge practices for achieving performance excellence.

The Sterling Criteria's seven categories represent an integrated framework of what it takes to run an effective, successful operation:

1. Leadership
2. Strategic Planning
3. Customer Focus
4. Measurement, Analysis, and Knowledge Management
5. Workforce Focus
6. Operations Focus
7. Results

Governor's Sterling Award.

The Governor's Sterling Award, created by an Executive Order in 1992, is the highest level of state recognition for performance excellence that a Florida organization can receive.

HELP YOUR ORGANIZATION.

- Learn to employ a systems perspective, which helps you look for ways to identify and foster improvement in your own organization.
- Develop analytical and consensus-building skills that can be applied at your own organization.
- Share with your employer how leading organizations achieve performance excellence.

ENHANCE YOUR PROFESSIONAL EXPERIENCE.

- Learn to utilize the Criteria for assessing organizational performance in all sectors of the U.S. economy.
- Engage in discussions with sector experts of emerging issues affecting different organizations.
- Become part of a national network of talented professionals committed to performance excellence.
- Acquire new knowledge, skills, and abilities.
- Meet new and interesting people.

REPRESENT YOUR STATE.

- Provide applicant organizations with value-added feedback targeted at helping them move their performance to the next level.
- Help advance the economic growth and competitiveness of Florida and the United States by contributing to the transfer of role-model practices.

Also, as an examiner, you will be invited to attend the annual ceremony where the Governor's Sterling Award is presented.

"It's hard to believe that I just finished my 11th year as an examiner. I'm often asked why I continue to return year after year. Here's why: Each year strengthens my understanding of the Criteria and how to leverage these in my organization. Each year I learn best practices from high-performing organizations. And each year I have the pleasure of working with talented and dedicated team members from whom I learn so much. All this for just an investment of some time. This is the best educational value out there!"

- Lynne Drawdy, Florida Department of Health

