



Ken Burton Jr.
Innovating Better Ways to Serve

Employee Thoughts on the Sterling Management System



The below quotes are from employees of the Manatee County Tax Collector's Office:

It's about Pride...

"Our adoption of the Sterling Criteria is due to pride. We're proud of the improvements we've made along this journey and how much we have learned."

"One way we have improved our work standard is by implementing processed based systems such as PBL."

It's about Communication...

"We communicate better within our own departments through weekly formal meetings with an agenda and with other departments through Pass-up/Pass-downs."

"We know our strengths and weaknesses through the Scorecard review."

"We're better informed, therefore, we work better and getting the GSA is a deserving way of saying, 'job well done!'"

It's about Sustainability...

"While going through this process, we've seen why our Tax Collector has not laid off employees since taking office in 1993. We've seen why we have not had our pay cut. We've seen why our staff size has not been slashed or positions dropped."

"It is because of innovation – integrating substantial technologies – which results in keeping our jobs secure and the office moving forward."

It's about Knowledge...

"After collecting and compiling our Organization's data and seeing how the results all align with our Mission and Vision Statements and Core Values, I have no doubt that we are delivering what our customers truly value: Timely, Accurate and Respectful service."

"Sterling is important because it reinforces what we as an organization truly value and helps us to achieve our goals."

"Being recognized as a role model organization means we have taken a giant step in taking our office from 'Good to Great!'"

It's about Validation...

"Sterling means excellence and since we are always trying to improve, this will validate that what we believe becomes our reality."

"Through the years we have prided ourselves in our knowledge, innovation, customer service and our focus on being the best at what we do. This award will acknowledge and solidify it!"

"It has made the office a better place to work; Not only giving us the ability to show each of us where to improve, but how to improve."

It's about Teamwork...

"I have had more communication than ever before in my department such as brainstorming, meetings and continual cross training (knowing each others job) to become a better department and working as a team."

"I feel more in the loop and have gained knowledge within my own department as to what we are doing as a whole."

"I have a better understanding of what the different departments are required to do and seeing more of the Senior Team being involved."

It's Important...

"I feel by using the Sterling Criteria has made us change how we do things in the organization for the better. We have had a future focus, to improve communication, implement team work, and show that we stand out with our customer service."

"Winning the GSA is important to me because it will show that I belong to an organization that sets the standard of excellence."

"We will be recognized for the great strides our organization and each individual employee has made, and will continue to make in the future, to better serve our customers."

"It is a prestigious award and shows that our office is held to a higher standard and by receiving the award we have achieved the goals set."

"Sterling has helped us to focus on our goals, both as an individual and as an organization. Goals make sure that we are constantly looking for ways to improve and to keep striving for excellence in every aspect of our day."

"Sterling is important to us as an organization by being able to set the bar as high as possible and trying our best to achieve what they consider the top by applying and hopefully getting the award."

When asked

How do we accomplish so much?

How can we take on driver license services with less than a year's notice?

How is it that our customer service far surpasses that of the motor vehicle services in other states?

"I tell them that I surround myself with great people!" – Ken Burton Jr.