



CHAIRMAN'S MESSAGE

Summer 2011

We are in the process of assessing our 19th Annual Florida Sterling Conference. It was by far, the most impressive conference to date in terms of the quality of the keynoters, workshops, take away tools, and the pre-conference events. Scores remain in the high nineties with the same percentage of “probably returning or recommending to a colleague”. That is a great start for our 20th year as we prepare for strategic planning and our annual Board meeting in October.

Here is a quick review of some of our initiatives:

- We are in the process of refining the Governor's Sterling Sustained Excellence Award based on customer and team feedback. This was a very successful addition to Sterling's offerings.
- The second year of the Education Initiative and Summit was also successful and we will continue to improve the process.
- As healthcare reform continues to evolve, we will again bring national experts to address changes and future focus (?) for our Healthcare Symposium.

New for this year is a proposal to the Governor to provide four days of mentoring for his agencies in a two-part Sterling Performance Accountability workshop. This effort is designed to help build a consistent system for results management and linkages to the goals of the agencies and the Governor's directives.

We are also in the process now of recruiting examiners and preparing for this years' training. So far the percentage of return examiners and leaders is impressive. If you are interested in helping yourself and your organization, by all means sign up now to become a Sterling Examiner.

Important dates for this years' Governor's Sterling Award cycle are:

- Applications of Intent due September 9, 2011
- Applications due November 4, 2011

We are accepting Challenge applications on demand as well as the Navigator I and Navigator II.

Six Sigma Green Belt training and certification will be offered in Tallahassee by Master Black Belt Steve Dickinson. We are also pursuing partnerships to offer equivalent Green Belt training in Orlando and other areas of the state.

The Sterling Business Blueprint will be offered to manufacturers in the South Florida area in a partnership with the South Florida Manufacturers Association and Phil Centonze. We are also applying for a second American Express grant to present the Sterling Business Blueprint for Not-for-Profits in the Palm Beach and Miami-Dade areas.