



## CHAIRMAN'S MESSAGE

### Winter 2012

Examiner training was another success this year thanks to a superb job by the Examination Committee chaired by Barbara Barnhouse, Master Examiner and key Sterling volunteer. Teams are now assigned for our Governor's Sterling Award applications, Sustainability Awards, and the Sterling Challenges we have to date. I am confident each team will have benefited from the hard work of the Examination Committee Chair, Barbara Barnhouse, the facilitators including Michael Carroll, Lynne Drawdy, Bob Madeiros, and Dave Klater, plus the hands on leadership and expanded role of our table anchors. Great job from all!

Our next and highest priority focus is on our 20th Annual Sterling Conference May 29 – June 1 at the JW Marriott Grande Lakes in Orlando. This year's conference will be special in many ways as we will be celebrating our 20th birthday. We are planning a special reception on Thursday, May 31st to celebrate and recognize all of the Sterling family who have been so instrumental in our success.

The conference is full of learning opportunities and take-a-ways, and is focused on the latest best practices from around the country. There are sure to be opportunities to address your particular needs in areas such as: sustainability, customer focus, culture change, leadership, or your bottom line.

We have set some lofty but achievable goals for this year: 500 conference paid attendees, 200 Healthcare Symposium attendees, and 150 Education Summit participants. We will get there because we have an invigorated Board and corps of examiners and volunteers. As a reminder, Early Bird Registration ends on January 31, 2012.

A special thank you goes out to our sponsors who have already committed support, well before we mailed invitation letters. **Premier Level Sponsors** are Shands Jacksonville Medical Center, West Kendall Baptist Hospital, and UGL Services-Unicco Operations. **Gold Level Sponsors** are AvMed Health Plans, UnitedHealth Group, Lockheed Martin Missiles and Fire Control, Shands HealthCare, Gainesville, Blue Cross and Blue Shield of Florida, and FPL. Capital Insurance Agency is a **Bronze Level Sponsor**. Thank you, again, for your generous support. Please contact the Florida Sterling Council to become a sponsor.

This winter and spring, we are offering Six-Sigma Green Belt training, Rapid Process Improvement (RPI), and Business Blueprint learning opportunities across the state February through April 2012. To date, we have sold out two Six-Sigma classes, one RPI, and the Blueprint training in Orlando. These opportunities all provide a direct return on your investment and the learning is critical to surviving in this economy. Take advantage of these classes now. Please visit the Sterling website to register.

In closing, I want to thank you for your continued support.

Best Wishes!

John A. Pieno, Chairman  
Florida Sterling Council