



## Introducing the 2010-2011 Sterling Navigators I & II

### Sterling Navigator I

The **Sterling Navigator I** is designed for organizations that are getting started in assessing their organization's management systems against the Sterling/Baldrige standards of high performance. This survey's design will also help increase knowledge of this management model's terminology. The survey includes a rating rubric that reflects stages of development and deployment of systematic approaches in the process categories. The degree of approach and deployment in the rating scale may vary somewhat because of the complexity of the Criteria standards in that area. The rubric does not include a focus on cycles of learning and refinement or integration.

**1 – Not Evident:** No Approach  
There is no defined method to address this Criteria requirement.

**2 – Beginning:** Approach (A)  
The organization has parts of a process in place, or has a process that is used in a **few** areas of the organization.

**3 – Evolving:** Approach (A)  
The organization is defining or has put a process in place, and it is used in **some** parts of the organization.

**4 – Moving Forward:**  
Approach (A), Deployment (D)  
The organization has defined a process that addresses **many** elements of the Criteria for this area, and many parts of the organization use it, as appropriate.

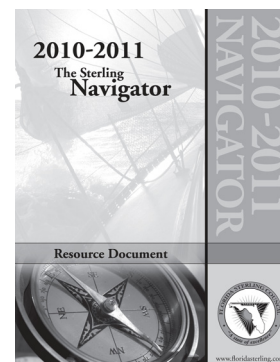
**5 – Ready for the Next Level:**  
Approach (A), Deployment (D)  
The organization has a process that addresses **most** areas of the Criteria, it is used in most appropriate areas of the organization, and the organization is beginning to look at the next steps to connect the process to other processes or to improve the process.

### Outcomes of the Navigator I Diagnostic Assessment:

- Determine whether or not vision, mission, and values are clearly defined and provide direction for employees and the way work is done.
- Discover where you do and do not have sound processes in place for the critical parts of your business and where you have measures to gauge success.
- Set the stage for building your Organizational Profile.

### Next Steps:

- Follow-up coaching to define and prioritize actions to fill the gaps identified from the Navigator I assessment.
- Facilitated sessions to lead you to defined key processes and performance measures critical to the success of the organization, and defined implementation (deployment) strategies.
- Deliverables: Top level defined management system with key performance measures for areas critical to the mission and success of the organization.



## Sterling Navigator II

The **Sterling Navigator II** is designed specifically for higher performing organizations that want to measure their progress in meeting the standards of high performance, but cannot, or do not want to, spend the time or resources on a GSA or Challenge application and site visit. The design of this survey includes a rating system that reflects the Sterling/Baldrige scoring system of Approach, Deployment, Learning, and Integration in the process categories.

**1 – Not Evident:** No approach  
There is no defined method to address this Criteria requirement.

**2 – Beginning:** Approach (A)  
There is a process in place.

**3 – Basically Effective:**  
Approach (A) and Deployment (D)  
There is a consistent process in place and people follow it.

**4 – Mature:**  
Approach (A), Deployment (D), and Integration (I)  
The process is also connected to the strategic plan, action plans, and other areas of importance to the organization.

**5 – Advanced:** Approach (A), Deployment (D), Learning (L), and Integration (I)  
The process is also reviewed for effectiveness and efficiency. Improvements and some refinements have been made.

### Outcomes of the Navigator II Diagnostic Assessment:

- Determine the scope and depth of your management system including your key processes, how you use them, how you measure them, and how you improve and refine them.
- Discover gaps in how you learn from your actions and measures, and how well you integrate activities to work better, faster, and cheaper.
- Set the stage for building a process management system with key performance indicators to measure success at the process level.
- Set the stage to create a Business Plan to achieve profitability.

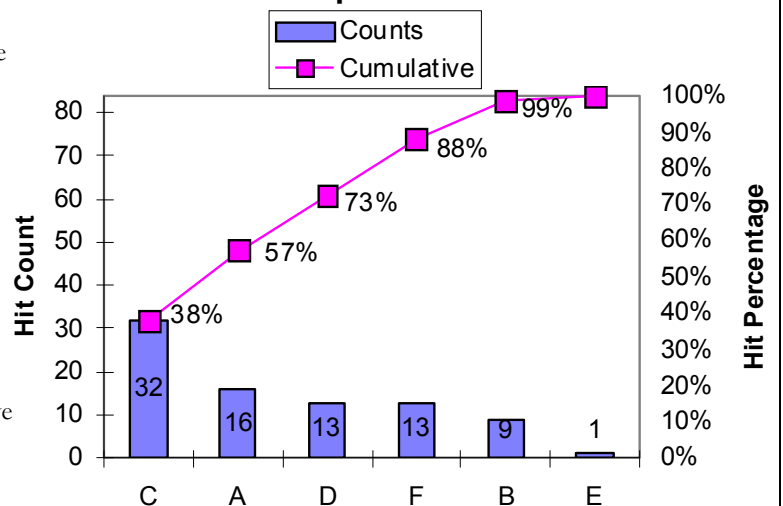
### Next Steps:

- Follow-up coaching to define and prioritize actions to fill the gaps identified from the Navigator II assessment.
- Facilitated sessions to lead you to a Business Plan for profitability and growth, and improved process management including: measurement systems, use of process improvement strategies and tools, and integration of core competencies and strategic advantages to address strategic challenges and work better, faster, and cheaper.
- Deliverables: Business Plan and process management system with key performance indicators to measure the success at the process level and the level of learning and integration.

| Navigator I & II                            | Price    |
|---|----------|
| 25 or fewer completed surveys               | \$ 895   |
| 26-49 = \$ 895 + \$35 per survey over 25    |          |
| 50 completed surveys                        | \$ 1,790 |
| 51-74 = \$ 1,790 + \$35 per surveys over 50 |          |

\* Please see the Navigator Resource Document for a full list of prices for the Sterling Navigator Survey

### (Sample Pareto Chart) Category 1.0 Leadership Analysis of Areas Most Needing Improvement



For more information on the Sterling Navigator contact the Sterling office at (850) 922-5316 or visit us at [www.floridasterling.com](http://www.floridasterling.com)