



CHAIRMAN'S MESSAGE Spring 2008

The Governor's Sterling Award cycle is complete and the Governor has recognized five organizations as role models for 2008. The 2008 Governor's Sterling Award Recipients are: Hillsborough County Tax Collector (Tampa), Marion County Sheriff's Office (Ocala), Orange County Clerk of Courts (Orlando), Shands HealthCare (Gainesville), and The Ritz-Carlton, Sarasota. The Florida Sterling Council joins the Governor in recognizing these stellar organizations for their outstanding accomplishments on behalf of Florida's citizens. Formal recognition for these role model organizations will take place at the Governor's Sterling Award Banquet on Friday, May 30, 2008 at the JW Marriott Orlando Grande Lakes.

Sterling's legendary Annual Conference is rapidly approaching. Marking this Conference as *the best one yet* is no exaggeration as this event will offer enhanced educational offerings and networking opportunities for attendees. Each year we improve the conference based on past attendee feedback and our opportunities for improvement. This year is no exception.

Workshops have been significantly enhanced to ensure top caliber learning and best practice sharing. Based on identified key satisfaction drivers such as presenter expertise, engagement and entertainment, and application of knowledge, we have developed sessions that are sure to meet and even exceed your expectations. In addition, we have added workshops to target all interests, from business ethics to green strategies, which makes me certain that you will find a topic that peaks your interest. A new track, Process Mapping, will provide key opportunities for participants to learn the benefits of "Utilizing Process Mapping to Improve Process Efficiency." This is only one of our many novel workshops that can help you to find innovative ways to streamline processes and improve results.

Networking is another main ingredient in our conference mix. Share best practices and compare results with others from within and across sectors. The Networking Forums have been moved to Thursday morning and are then followed by a networking luncheon to expand your networking opportunities and provide a continuous flow throughout the week. This combination will create an exceptional opportunity to meet people from your sector and ensure that you walk away with great contacts and an expanded network.

In closing, I would personally like to acknowledge the hard work of our Examiner Leadership Team of Master, Lead, and Senior examiners in guiding the many teams in their site visits across the state this past year. They will be continuing their work with additional site visits over the summer months, and Sterling is indeed fortunate to have so many dedicated volunteers contributing to making Florida a state of excellence. Thank you!

I look forward to seeing you at the JW Marriott Orlando Grande Lakes, from May 27 through May 30, 2008.

Sincerely,

John A. Pieno, Chairman
Florida Sterling Council

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