



## Chairman's Message Fall 2006

On behalf of the Sterling staff, I would like to acknowledge our accomplishments as we move into our 2006-2007 Sterling year! The summer and fall have been very busy as we undertook planning for the largest number of Governor's Sterling Award applicants in over seven years. This coupled with the largest group of examiners in over four years is making this upcoming cycle one of our most challenging and exciting in Sterling history. To assist us in making this happen, the Examination Committee has been hard at work in planning the Leadership and 3-Day examiner training. Their focus and intensity in making preparations for the 2007 examiners is especially gratifying as we move into our 15<sup>th</sup> year.

On a personal note, I would like to offer my special thanks to the Examination Committee for their hard work in preparing for our upcoming 2007 assessment cycle. It may sound a bit cliché, but this year it has truly been a team effort to pull all the necessary pieces together. A special thanks to Barbara Barnhouse, Chair who is leading this effort and to her team of Phil Centonze, Steve Collins, Lynne Drawdy, Jose Fernandez, Barbara Hinson, Jennifer Holm, Joni Judd, Dave Klater, Bob Madeiros, Laura McNeil, Sara Morrison, Larry Romeo & Chris Wehrenberg. Thanks to each of these wonderful people for keeping Sterling focused on serving our customers and truly exemplifying the best of Florida.

As we move beyond examiner training, planning for the 2007 assessment process is well underway. We will be putting together over 20 examination teams in late November to officially begin the examination process that will take place over a period of six months. This assessment process will culminate with recognition taking place at our Governor's Sterling Award Banquet on Friday, June 1, 2007. This gala evening will include wonderful entertainment as we officially celebrate Sterling's 15 years of Performance Excellence.

The planning for 2007 Conference is well underway and the theme for this event "Maximize your Return" is generating lots of new sessions and topics focused on how to maximize your return on investment. Whether you are searching for ways to maximize efficiency, focus on customer retention, or differentiate your service, the 2007 Conference will provide you with the tools and techniques to make this happen. The online registration form will be available November 1 so that you can register early and maximize your savings.

In closing, I would also like to acknowledge the hard work of our Sterling Executive Committee as we move into our new year. They are the leaders of the Florida Sterling Council and we genuinely appreciate their time and commitment to helping us to make Florida a state of excellence. Thank you!

I'll look forward to seeing you at the JW Marriott Orlando Grande Lakes, from May 29 – June 1, 2007.

Thank you!

John A. Pieno, Chairman  
Florida Sterling Council

"Enhancing Florida's competitive edge and quality of life through promotion, assessment, and recognition of performance excellence."