



Chairman's Message Summer 2005

We have just concluded Sterling's most successful conference in our 13 year history. The number of attendees was the highest in five years and the level of satisfaction of this year's attendees demonstrated that Sterling has indeed reached a new level. As stated by Bill Grant, our President-elect, Sterling has moved to a "new level of business." We are excited about our progress, but none of this would be possible without the efforts of a hard working group of people who make up our Conference Committee. A special thanks to the remarkable Conference team, as well as Craig Kenyon, Co-Chair of the Conference Committee, for supporting this effort year round.

Currently, we are processing Navigators, Navigators-to-site, and Challenges with site visits. Like the Conference, it is a banner year, but it also means challenges for our corps of Examiners. Huge kudos goes out to all of those who have responded wonderfully when called upon. Thank you...Thank you...Thank you. We are also in the process of currently recruiting new examiners for our 2006 year. This is a great opportunity to expand your professional development and in fact this past year, examiners rated their satisfaction with their professional development at 98%. Take advantage of this resource and apply today to become an examiner. The deadline for examiner applications is August 1, 2005.

Finally, I would like to offer my personal thanks and recognition to a small group of Board members who went above and beyond in terms of impacting the Sterling "bottom line." This year we launched a Board Performance Excellence Award category that went to Jim Zingale, Executive Director of the Department of Revenue, Karen Moore, President & CEO of Moore Consulting Group, and Phil Centonze, Manager of Service Delivery of the Florida Manufacturing Extension Partnership. This award recognizes their extraordinary efforts this past year in bringing new people and resources to the Sterling processes. On behalf of the Sterling Board of Directors, thanks to these three special people, as well as all the other numerous Sterling volunteers who believe in Sterling, get involved, and take the time to make a difference. 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."