

## **Chairman's Message Winter 2005**

I would like to wish everyone a happy and prosperous NEW YEAR. All of you in the Sterling family deserve the best for what you do.

The winter months are always a busy time for Sterling. Consensus meetings are underway and site visits for the Governor's Sterling Award applicants will start in February. In addition, we have a significant number of Challenge and Navigator site visits to complete before the Conference. Thanks so much to our talented and skilled Examiner Corps; your loyalty and knowledge define the essence of the Sterling Management System.

We had a significant number of people and organizations take advantage of the January 1 early registration for the 2005 Conference. The Conference Committee has done a remarkable job of developing a truly spectacular event. From a cast of exceptional keynoters to talented workshop speakers, the conference provides you with an exceptional opportunity. Learn from over 60 workshop sessions that offer tangible tools and techniques as "takeaways," as well as network with professionals who are committed to performance excellence. This conference is definitely designed to help you to "Focus on Grande Performance."

Finally, we are in the process of updating the 2005 Criteria, Challenge, and Navigator to reflect the continued refinement and evaluation of the Sterling/Baldrige Management System. The Baldrige/Sterling Criteria stays current with management trends and directions and you will see changes in the 2006 edition such as the emphasis on contingency planning and disaster preparedness, as well as a renewed focus on governance and ethics. I encourage you to take the time to explore how these world-class assessment tools can assist you in your journey to performance excellence. We are Florida's proven source for business success.

I'll look forward to seeing you at the JW Marriott Orlando Grande Lakes, from May 31-June 3, 2005.



John A. Pieno, Jr.  
Chairman  
Florida Sterling Council

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