

FLORIDA STERLING

Serving Florida as the epicenter for business quality through assessment, training, and recognition for performance excellence and proven results.



Governor's Sterling Award Management Assessment

"Since its creation by the Florida legislature in 1967, The Environmental Protection Commission (EPC) has seen the County's population triple to over 1.3 million residents. Despite the many stresses on our natural resources during this period, EPC has overseen the return of a fishable, swimmable Tampa Bay, a vibrant brownfields program and healthy air quality year round. This clean environment has helped create one in five jobs in the region. Sterling not only made our Agency more efficient and effective with fewer resources, it taught us how to measure our successes and identify opportunities for improvement."

***Janet Dougherty, Executive Director Environmental
Protection Commission of Hillsborough County***

The **Governor's Sterling Award (GSA)** assessment process is designed for organizations with mature, refined management processes and positive results, want further **acceleration** of sound practices in all areas of the Sterling Management System framework, and may aspire to be recognized as a role model. The GSA is rigorous, consisting of an Organizational Profile and a formal 50-page application responding to the Sterling Criteria for Performance Excellence. A formal external assessment consists of off-site and on-site assessment of how well your processes are defined, aligned, deployed, evaluated, and improved.

Sterling examiners review the application, conduct an extensive seven-day site visit, and compile a detailed Feedback Report at the Item level, which identifies strengths, opportunities, and crosscutting themes. The Panel of Judges determines each applicant organization's role model status and eligibility to receive the Governor's Sterling Award for Performance Excellence. GSA recipients are recognized by the Governor of Florida and the Sterling Council at the Annual Sterling Conference and are expected to serve as role models by showcasing their journey and best practices to other aspiring organizations.

What do you need to do to move forward with the Governor's Sterling Award assessment?

- ✓ Submit an Application of Intent.
- ✓ Submit your completed five page Organizational Profile and 50 page application to Sterling (electronic is encouraged, hard copy is acceptable).
- ✓ Work with the Sterling office to schedule the seven-day visit for the team of examiners.
- ✓ Work with the Team Leader for clarification calls, site visit scheduling, and document requests.
- ✓ Prepare your people for honest and open discussions with the team on site.

What is the value for your organization?

- ✓ Continual learning about best practices in organizational management for leaders and the workforce as they work together to complete the application, prepare for the site visit, and respond to examiner questions.
- ✓ Receive a feedback report with Criteria Item level strengths and opportunities for improvement, and an Executive Summary with crosscutting themes to focus your organization on even higher levels of performance.
- ✓ Use the feedback to focus your energy and resources on the most critical improvement projects that will add the greatest value to your organization.
- ✓ Potentially be designated a role model for performance excellence in the state of Florida.
- ✓ Receive **recognition** at the Governor's Sterling Awards Banquet at the Sterling Conference.

What is the cost?

- ✓ Application of Intent Fee: \$250
- ✓ Professional Fees (excludes Examination Team travel and living expenses):
 - ✓ Up to 250 Employees: \$7500
 - ✓ More than 250 Employees: \$9500

Additional consultation and training are available to guide you through next steps on your Path to Excellence.