

FLORIDA STERLING

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



2017 - 2018 Florida Sterling Board of Examiners - Application Packet

We appreciate your interest in applying to serve as a member of the **Florida Sterling Board of Examiners** for the 2017-2018 cycle. This program can be a powerful learning experience and a valuable professional development step for any individual. **Benefits include:**

- Extensive insight into a framework for implementing and assessing processes and systems that can be used to help your organization improve its performance
- Opportunity to learn first-hand innovative approaches utilized by leading Florida organizations
- Opportunity to work as part of a diverse team with representatives of organizations from all sectors of the Florida economy
- Development of assessment and analytic skills
- Networking opportunities with peers to enhance personal growth

Serving as an Examiner is a volunteer position and requires a significant amount of time, effort, and dedication. To make the process as convenient and educational as possible, you may draw upon the web-based resources of Florida Sterling. You are encouraged to contact the Florida Sterling Council for additional information or clarification.

In this document, the term 'Applicant' refers to an organization that is submitting an application for one of the Sterling assessment processes (see Page 12 of the Management System Resource Guide). Persons requesting to serve on the Board of Examiners are called "potential examiners."

Overview

The Florida Sterling Council administers the Florida Sterling Quality Awards and assessment processes and it recognizes Florida's business, government, education, health care and non-profit organizations for their *commitment, progress, or achievement* in Performance Excellence. The Florida Governor's Sterling Award is modeled after the Malcolm Baldrige National Quality Award (MBNQA) program including using the same *Baldrige Excellence Framework*.

Each year, individuals from around the state, including professionals, graduate students, the self-employed and retired, give their time generously and enthusiastically to serve the Florida Sterling Council as members of the Board of Examiners. Examiners bring knowledge of the Sterling Criteria; experience with quality systems; and communication, leadership, and assessment skills to the examination process.

Members of the Board of Examiners will receive public recognition at the Sterling Conference and on our website, as well as a letter from the Governor of Florida and a letter of thanks to the Examiner's immediate supervisor, upon request.

Examiner Application & Notification

Individuals interested in serving on the Florida Sterling Council Board of Examiners are required to submit an application each year that they want to serve. To apply, read this entire packet, including the *Florida Sterling Code of Conduct*.

Complete the application form, sign, and return all required sections.

Returning Florida Sterling Council Examiners Complete Section One.



New Florida Sterling Council Examiners complete both Section One and Section Two.

Applications to serve on the 2017-2018 Board of Examiners must be received in the Florida Sterling Council office no later than August 31, 2017.

◆ Examiners will participate in pre-requisite classroom-based and on-line training in order to be eligible for examiner training, and will receive instructions and additional information via e-mail and/or regular mail in August and September.

◆ Once designated as an Examiner, examination packets, which include the Application to be reviewed and Team information, will be delivered via electronically or by surface mail, beginning in November for the Governor's Sterling Award. Other assessment processes may occur throughout the year.

Disclosure of Conflict of Interest

Members of the Florida Sterling Council Board of Examiners shall be individually responsible for preventing conflict of interest situations. Prior to participating in Award processes affecting a specific organization, Examiners will certify that no conflict of interest exists. Examples of conflicts of interest are: major stock holdings or interest in the applicant organization; having the organization as a past, present, or likely future client or employer; other affiliations with the organization which could influence the Examiner's actions with respect to the organization.

Examiner Requirements

Training will be provided each year for the Florida Sterling Council Board of Examiners. New Examiners and any Examiners out of the process for one or more years are required to complete the following training before acceptance to the Board of Examiners:

- The one-day **Criteria 101 training** session, offered at the Sterling Conference on

Tuesday and September of each year.

- The one-day **Criteria 102 – Connections & Integration training** session offered on-line in September.
- The one-day **Evaluating Applications Workshop** offered in September-October.
- Attendance in **Six Sigma Yellow Belt** Regional training is highly recommended.
- **All Examiners (new and returning) are required to complete a case study assignment prior to Examiner training in November.**
- **All Examiners are required to attend all Examiner Training sessions in October or November and the Site Visit training included in the Consensus Meeting.**
- **Note: Return Examiners must take Criteria 101 or 102 in a change year.**

Selection Factors

Individual Examiners are selected to serve on the Board of Examiners based on the candidate's knowledge, experience, and skills, and performance during training.

No prospective candidates shall be denied consideration of appointment to the Board of Examiners on the grounds of race, creed, color, national origin, age, sex, or disability.

After completing training and appointment to the Board, examiners will be assigned to Teams to complete an assessment process. Examination Teams are assembled by the Florida Sterling Awards Director. A variety of backgrounds and experience levels are found on Examination Teams. Individual placements are based on factors including:

- Preparation and performance in training activities
- Interpersonal skills and the ability to work effectively as a member of a team
- Region of Florida where you are located
- Sector knowledge - effort is made to minimize disproportionate involvement by one sector or employees from a single organization on a Team
- Number of Florida Sterling Council Applicants



- Consideration of any potential conflict(s) of interest

Examination Process

Teams are composed of a Team Leader, Backup Team Leader, and three to six additional Team members. Ideally at least one individual will be a Senior Examiner and where possible a sector expert is assigned to the team.

Each team member (regardless of experience level) must read the entire Application and fully participate in complete Application review, scoring, and Feedback Report comment writing. Additionally, Team members are appointed to serve as Category Owners by the Team Leader. All Team members are expected to complete assignments and meet program deadlines.

The Team meets (or communicates by email, teleconference, or other virtual means) several times for just in time training and to develop consensus for scoring and comment writing. Applications, supporting documentation, and communications are to be held strictly confidential at all times. The Applicant or its suppliers, etc. are never to be mentioned by name in an email.

The Team prepares a consensus and final Feedback Report, the product provided to Applicants. The Feedback Report is reviewed by the Sterling Office to ensure the comments are within the criteria.

Adherence to Award Processes

Examiners are expected to meet all requirements associated with a fair, competent, and confidential assessment, including use of the Sterling *Criteria for Performance Excellence*, scoring system, and Site Visit requirements. Good documentation and written communication are essential components of the overall review process.

Costs and Reimbursements

Florida Sterling is a non-profit organization and funding is limited. The Florida Sterling Council receives no direct federal or state funding for the Awards program. Travel costs to and from training locations and Team meetings are not reimbursable

from Sterling. Examiners or their organizations pay for their travel to the pre-requisite training and Examiner training. The Florida Sterling Council will reimburse Examiners for Site Visit expenses as outlined at site visit training.

The Sterling Council provides Examiner Training at a nominal fee (to cover costs) and provides all of the materials necessary to carry out the assessment process at no cost, provided that the individual fulfills all duties required of the Examiner.

Examiner's Time and Travel

Members of the Board of Examiners serve on a volunteer basis. It requires a significant time commitment from November through March for a GSA application. Other assessment processes may occur throughout the year. This includes time spent for:

1. Examiner training
2. Independent evaluation of Application
3. Team Meetings
4. Site Visit, Site Visit training, preparation and reports
5. Feedback Report comment writing & editing

Each Examiner should be prepared to serve on at least one Governor's Sterling Award (GSA), or one of the other assessment process teams, depending on the needs of the Sterling office. The time required for the application review process for a GSA is forty to sixty hours plus the consensus meeting with the Examiner team. In addition, the Site Visits will require travel and up to one full week of review on-site. The time commitment for other processes varies depending on the type of assessment.

Examiners that decline a team assignment will be billed an additional \$600, to absorb the full cost for the three-day Examiner Training.

Examiners or their employers are responsible for travel costs for training and the travel to the team consensus meeting. Travel to the Site Visit will be reimbursed by applicant organizations at state rates. A cancellation fee will be assessed for those who do



not notify Florida Sterling Council at least three days prior to their scheduled training.

Support

Examiners are encouraged to obtain the support of their employers to allow for sufficient time to complete the Examination Process.

Ethical Standards Policy and Confidentiality Agreement

Examiners are expected to carry out their duties and responsibilities in the Florida Sterling Awards program in accordance with the *Florida Sterling Code of Conduct*.

Those selected to serve on the Board of Examiners

must provide information regarding conflicts of interest. Disclosure includes employment history, client relationships, or any significant ownership in an Applicant organization. Such information will be used for the purpose of Team assignments and will otherwise be kept confidential.

It is required that all Examiners read, understand, sign, and comply with the *Florida Sterling Code of Conduct*. Examiners sign these documents at Examiner training.

Examiners are required to notify the Florida Sterling Council of a Conflict of Interest within 72 hours of assignment to an examination team.





FLORIDA STERLING COUNCIL

“Florida’s #1 source for developing, accelerating and recognizing management performance excellence.”



2017 - 2018 Florida Sterling Council Code of Conduct – Keep this policy for your records.

Your signature on the Board of Examiners Application Form indicates that you have read, understand, and agree to uphold the principles of ethical Highest Standards behavior as set forth in the Ethical Standards Policy.

Code of Conduct

FLORIDA STERLING COUNCIL ASSESSMENT AND AWARD PROCESSES CODE OF CONDUCT FOR STERLING STAFF, PANEL OF JUDGES, AND BOARD OF EXAMINERS

The Florida Sterling Council and the Governor’s Sterling Award program (the “Award”), including all assessments, products, and services, as well as matters relative to the Board of Directors and Council business were created to promote the highest standards of organizational performance excellence and service throughout the State of Florida. Accordingly, it is imperative that the staff and volunteers associated with the program uphold these principles and adhere to the highest possible standards of conduct. This Code of Conduct was developed to define basic principles and guidelines for conduct and should not be taken as a set of absolute rules. As the avoidance of perception of conflict is as important as the avoidance of actual conflict, the final interpretation of this Code of Conduct is reserved exclusively for the Board of Directors of the Florida Sterling Council, Inc. whose decisions shall be final.

The Florida Sterling Council has a zero tolerance policy regarding sexual harassment. Sexual harassment is any form of unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature which may interfere with an individual’s work performance or create an intimidating, hostile or offensive work environment.

All Members of the Board of Directors, Officers, staff, and volunteers of the Florida Sterling Council shall:

- 1) Conduct themselves professionally, with the highest level of integrity, accuracy, fairness, and responsibility to the public.

Notes: This is common sense. It provides the overall context for interpretation of the Code. If any activity does not pass this test, it isn’t right even if it seems OK by the other elements of the Code.

- 2) Not represent conflicting or competing interests in the performance of their responsibilities for the administration of the Award and other Council business. The following are especially important:

- Not place themselves in such a position where their interests may be in conflict, or appear to be in conflict, with the purpose and administration of the Award.



Notes: This defines the real essence of personal integrity. It sets the standard for personal conduct by making it clear that it is the responsibility of individuals to avoid the conflict themselves. The Code only works if it is self-policing. So this clause sets the standard for personal conduct.

- Notify the Sterling office of the existence of any real or potential conflict of interest, whether real or perceived, that may exist between the individual and any organization with which the Florida Sterling Council has a relationship, including Applicants, Vendors, and other Customers and Suppliers. Though not limited to these examples, this would require the full disclosure of any employment, contract, or investment interest as well as any potential conflict created by any public or private position of authority in relation to the organization.

Notes: Disclosure is the surest way to avoid conflict. If there is even a hint of a problem, disclosure will often resolve it. This will allow changes to be made before problems exist and before people and organizations are harmed. Disclosure extends not just to oneself but also to one's peers. Disclosure should be seen as a positive act to prevent problems. Where one person may not see a problem, another may. If any reasonable person may see a potential problem, it should be evaluated. There cannot be any negative impact of over reporting!

- Not serve as an Examiner or Judge for any Applicant that is a primary or direct competitor, customer, or supplier of any company or business unit that he/she is employed with or of which a consulting arrangement is in effect or anticipated.

Notes: This should be self-explanatory. Don't serve as an examiner, and do excuse oneself from all information and discussions as a Judge, in such cases. The problem may be in the "or anticipated" clause, but the Code is intended to be self-policing so all individuals should look at their situations closely. Failure to report such problems could be construed as in conflict with the first two primary clauses of this Code. All Sterling Examiners, Judges, and Board of Directors must disclose these situations when they exist.

- Not serve as an Examiner, or Judge for any organization, company, or other business entity that is in competition with and is not an official representative of the Florida Sterling Council, the national Baldrige Performance Excellence Program, or an award program operated by or sponsored by an active member of the Alliance for Performance Excellence.
- Not serve as a member of a corporate Board of Directors for an organization that is in competition with the Florida Sterling Council, the national Baldrige Performance Excellence Program, or an award program operated by or sponsored by an active member of the Alliance for Performance Excellence. Further, a member of the Board of Directors shall not engage in any outside business, or professional and other activities that would directly or indirectly materially adversely affect the Council.

Notes: This should be self-explanatory. The Sterling Council's Governor's Sterling Award, the Malcolm Baldrige National Quality Award, and performance excellence and/or quality awards administered by Alliance members are conducted at the highest levels of ethics, examination, and judging standards. Failure to report such affiliation could be construed as in conflict with the first two primary clauses of this Code. All Sterling Examiners, Judges, and Board of Directors must disclose these situations when they exist. Directors will avoid conflicts of interest with the Council. Any situation that involves, or may reasonably be expected to involve, a conflict of interest with the Council will be disclosed immediately to the Executive Committee.

- 3) Safeguard all of the confidences, including the identities, of all present or former applicants and not use their knowledge of the identity of any Applicants gained in the performance of their duties for any purposes other than the administration of the Award and other assessments, including, but not limited to, the solicitation of a business relationship for themselves or any third party.



Notes: This starts with the basic rules. First and foremost is the confidentiality and trust of the Applicants. All of their confidences, including their identity as Applicants, must be maintained for the integrity of the Award. Specific mention is made to the solicitation of future relationships, as it is inappropriate to do so on the basis of knowledge of the Applicant's identity. It does not prohibit solicitation, but it does make it the responsibility of the individual to ensure that the contact was NOT made on the basis of their knowledge with the Sterling Council.

- 4) Not solicit or accept any financial remuneration, or non-financial remuneration from:
- any Applicant during the Award process or other assessment processes if they serve in any capacity in which the identities of the Applicants are known to them; and
 - any Applicant for a period of three years after the date of the application if they serve in any capacity in which they have access to the confidential information of the Applicant as presented in the Application or materials provided in the course of a Site Visit.

Notes: This is the next most obvious rule. Soliciting or accepting unsolicited rewards of anything more than nominal value is clearly inappropriate. Nominal value might include items like lunch or dinner on site, but even nominal items cannot be solicited. The goal here is to not embarrass the Applicant if a small token is offered, but not to encourage or solicit such gifts. To be clear, knowledge of the Applicant's identity prohibits such contact during the Award process in which the Application is active, but no further. However, the previous rule may also prohibit future activities! The knowledge of any confidential information invokes the 3-year exclusion rule that is clearly in force for all Examiners (for their Applicant) and for Judges who have access to the same information.

- 5) Not use any confidential information received from any Applicant for any purposes other than the administration of the award and assessment processes. This specifically includes, but is not limited to, decisions to make any financial investments for their benefit or the benefit of others.

Notes: The purpose of this should also be clear. The information is provided for one purpose, and only for that purpose, and the integrity of the Award process is seriously compromised if the information is permitted to be used for ANY other purpose. Of special note, the possession of such knowledge may also create criminal or civil liability under the law if used for trading in public securities markets!

- 6) Not intentionally communicate false or misleading information which may compromise the integrity of the Award process or decisions therein or the Sterling Council and shall immediately disclose to the Sterling office the knowledge that any such information is being communicated by a third party.

Notes: This clause is intended to create a true and trustful environment in the public for all information coming from the Sterling Council and to ensure the integrity of all information disseminated by all parties. As the Code is self-policing, it is as much of a problem to ignore someone else's transgressions and permit such information to be disseminated as to do it oneself.

- 7) Not use the Sterling Council logo, or other identification material or slogans, without the express permission of the Board of Directors. To insure that such identification of the Sterling Council is not used in such a way as to imply or to further their or anyone else's personal interests or to represent any position, programs, or materials that are not approved by the Board of Directors or their designee.

Notes: This is necessary to protect the integrity of the logo and identification of the Sterling Council and the Award.

- 8) Accept only those duties and responsibilities that they feel they are fully prepared to complete, specifically including a position as a member of the Board of Examiners. Where such obligations cannot be fully met, to notify the Sterling office immediately upon knowledge of inability to meet such obligations and to cooperate in assisting others in the completion of their obligations.

Notes: Directly relating to personal integrity, the inter-relationships of the Sterling Council volunteer network relies upon everyone "pulling his or her own weight." No judgment is made as to what each person may be able to contribute, as all levels of participation are encouraged. The principle here is to NOT take on any responsibility that cannot be completely finished, and to



help transition it to others if outside influences prohibit continuing (i.e.; changed employment). Reliance on personal contribution is critical, so failure to live up to such inhibits the work of others in this environment. This is a critical commitment.

9) Not represent any affiliation with the Sterling Council unless authorized by the Board of Directors.

Notes: This is a direct corollary of several earlier clauses. It is specifically stated here because the affiliation for marketing or resume purposes is a valuable asset to the individual, but the proper representation is critical to the Sterling Council. A typical example is that Examiners cannot identify themselves as such until approved to do so (accepted for training is not enough) and only for the year(s) in which they serve, and Judges can only identify as such for the years in which they serve. "Former" participants must identify themselves as such. Officers and Directors may use their titles, but only while in such office (or using the term "former" after leaving such office). And so forth.

10) Endeavor to aid the professional development and advancement of the Governor's Sterling Award and other Council products and services as they serve to stimulate any and all Florida organizations to improve quality and productivity through improved quality management.

Notes: Participation and support of the mission of the Sterling Council is critical. This is another "general principle" as many other things may happen, but if this is violated then the basic purposes of the Sterling Council have been violated. Participation is key.



FLORIDA STERLING COUNCIL CODE OF CONDUCT PROCEDURES

1. General.

- (a) These procedures establish the guidelines for the Florida Sterling Council's expectations regarding violation of the Code of Conduct.
- (b) The Florida Sterling Council requires all Council members, including members of the Board of Directors, Panel of Judges, Board of Examiners, Council staff, and volunteers to familiarize themselves with the Code of Conduct pertaining to their duties and that all abide by the Code.

2. Purpose. This provides the procedures and standards by which the Florida Sterling Council may manage violations of the Code of Conduct for the Board of Directors, examiners, judges, staff, and volunteers. These guidelines manage the process to insure that the Sterling Council preserves the integrity of the Florida Sterling Council and its processes.

- (a) The Sterling Council shall make the Code of Conduct and this procedure available to every person associated with the Florida Sterling Council and its processes.
- (b) Acknowledgement of Receipt of the Code of Conduct and Procedures Statement. The signed acknowledgement of receipt of this Procedure and Code of Conduct shall be maintained in the files of the Sterling Council.

3. Reporting Violations. Any person(s) in possession of knowledge or information that may lead them to believe that a violation of the Code of Conduct has occurred shall report that potential violation to the Sterling Council in the following manner:

- (a) Potential violations involving members of the Board of Directors, the Sterling office, judges, and volunteers shall be reported to any member of the Executive Committee orally or in writing. The person(s) making the report shall provide information needed to investigate the complaint, including but not limited to identifying the standard(s) of conduct that the person violated, the person's act(s) or conduct that violated the standard(s), including date(s), time(s), and place(s), where applicable.
- (b) Potential violations involving members of the Board of Examiners or other volunteers shall be reported to any member of the Executive Committee or the Sterling office orally or in writing. The person(s) making the report shall provide information needed to investigate the complaint, including but not limited to identifying the standard(s) of conduct that the examiner violated, the examiner's act(s) or conduct that violated the standard(s), including date(s), time(s), and place(s), where applicable.

4. An **Examiner Peer Review Panel**, comprised of the Examination Committee chair or designee, an Examiner appointed by the Sterling Office, and a Sterling Office representative, will review any potential violations of the Code of Conduct and/or performance issues related to the Board of Examiners. The Examiner Peer Review Panel will report findings and recommend proposed action to the Executive Committee.

5. **Authority, Procedures, and Documentation.** The members of the Executive Committee have the ultimate responsibility for taking or requesting action be taken in accordance with the procedures established herein for violation of the Code of Conduct.

6. **Extraordinary Action.** In extraordinary situations where the retention of an examiner would be detrimental to the best interest of the Florida Sterling Council and the State of Florida, or could result in injury to the examiner, a co-examiner, or some other person, the Chairman or Executive Director may



immediately ask the examiner to dismiss himself or herself from the examination process.

In all other cases involving examiners, the Examiner Peer Review Panel will consider the examiner's ability to perform assigned examiner duties in addition to the issue of credibility, trust-worthiness, and integrity.

7. **Additional Guidelines.** Action administered for each occurrence of an offense shall normally be within a range for a specified occurrence according to the following guidelines:
- (a) The nature and severity of the violation(s) (including concurrent and previous violations).
 - (b) The impact of the violation(s) upon the ability of the individual to perform assigned duties without harm to the integrity of the Sterling Council and its processes.
 - (c) Range of Action:
 - 1. First Occurrence: Counseling to Dismissal
 - 2. Second Occurrence: Suspension to Dismissal





2017 - 2018 Florida Sterling Council Board of Examiners

PLEASE complete ALL fields legibly. Use plain, **BLOCK** letters and numbers. Ensure that information is **ACCURATE** and **COMPLETE**. Include all pertinent information: full legal names, official titles, apartment or suite number, PO or mail stop number, zip code. Contact information must be valid for July '17 - April '18. Contact Florida Sterling Council to update. **THANK YOU**.

SECTION ONE – Required for all Examiners

LAST NAME	___ Mr. ___ Ms. ___ Dr.	(Last)	ARE YOU A U.S. CITIZEN? ___ Yes ___ No
FIRST NAME	(First)	MID. INTIAL _____	PREFERRED NAME:
CURRENT EMPLOYER or ORGANIZATION			___ BUSINESS ___ EDUCATION ___ HEALTHCARE ___ GOVERNMENT ___ NON-PROFIT
CURRENT JOB TITLE or POSITION			
PREFERRED MAILING ADDRESS, CITY, STATE, ZIP			
FEDX / UPS DELIVERY PHYSICAL ADDRESS, CITY, STATE, ZIP	(8 am-5 pm, M-F)		
PRIMARY PHONE NUMBER		CELL PHONE NUMBER:	
FAX NUMBER			
PREFERRED PRIMARY E-MAIL ADDRESS		SECONDARY E-MAIL (optional); government employees must provide a personal email address.	
HIGHEST LEVEL EDUCATION COMPLETED	___ HIGH SCHOOL ___ ASSOCIATE ___ BACHELOR ___ MASTER ___ DOCTOR		
HEALTH CARE SECTOR SPECIFIC	Do you have clinical experience in the health care sector? (Treat patients or provide direct patient care of any type) ___ YES ___ NO		
NATIONAL BALDRIGE EXAMINER (OR OTHER STATE EXAMINER)?	___ YES ___ NO IF YES, HOW MANY YEARS? _____ WHERE? _____		
SIX SIGMA CERTIFICATION	___ YES ___ NO IF YES, WHAT IS YOUR BELT CERTIFICATION LEVEL? _____		



**2017 - 2018 Florida Sterling Council Board of Examiners Application Form
SECTION ONE Continued – Required for all Examiners**

NAME _____
(PLEASE PRINT)

PERSONAL STATEMENT: Describe your motivation and interest for applying to be a member of the Florida Sterling Council Board of Examiners. Indicate your ability/willingness to fulfill the time commitments required by the Examination Process.

LEADERSHIP STATEMENT: Describe any current leadership role you have in your organization, any formal leadership development program you have completed or in which are currently enrolled or informal leadership development or mentoring with which you may be involved.

CERTIFICATION: By signing below, I attest to the accuracy of the information on this application and that I have read, understand, and will comply with the **Florida Sterling Council Code of Conduct Policy**. I will notify the Florida Sterling Council immediately, during any part or phase of the examination process, of any relationship, contact, involvement, or situation that may involve, or appear to involve, a conflict of interest or violation of the **Florida Sterling Council Code of Conduct Policy**. I agree that I understand and will comply with the pre-work, training, time-availability, and travel commitments. I further agree that, if I fail to notify Florida Sterling Council at least three days before scheduled training of cancellation or withdrawal from the Board of Examiners, I will be assessed a cancellation fee, and if I do not fully participate in the examination process and complete the duties thereof, I may (at the discretion of Florida Sterling Council) be assessed a \$600 training fee in addition to the preliminary fee I have paid.

SIGNATURE (REQUIRED):

Your Signature _____ Date _____

Supervisor's Signature (if applicable) _____ Date _____

Supervisor's Name (if applicable) _____ Date _____

Supervisor's Email Address _____ Date _____

2018 Applicant for Governor's Sterling Award? _____ Yes _____ No

For further information on Sterling Examiner training and the link to the Examiner Training registration form, please visit the Florida Sterling Examiner website at <http://www.floridasterling.com/examiner/traininginformation>.

**2017 - 2018 Florida Sterling Council Board of Examiners Application Form
SECTION TWO – Required for New Examiners**

NAME _____

(PLEASE PRINT)

New Examiners: Please answer in complete sentences so we will have a sample of your writing skills. Please return this page with your application to the Florida Sterling Council. Thank you for taking the time to read, complete and sign all sections of this document to serve on the Florida Sterling Council Board of Examiners.

<p>KNOWLEDGE: Describe your knowledge of the Sterling Criteria for Performance Excellence; when and how it was obtained. Have you completed a Baldrige-based training program or Florida Sterling Council workshop?</p>	
<p>EXPERIENCE: Describe your experience, and training in Quality, Six Sigma, Lean, Project Management, DMAIC, Process Improvement, Re-Engineering, etc. that may be relevant to the duties of a Florida Sterling Council Examiner.</p>	
<p>ASSESSMENT SKILLS: Describe your experience in assessing quality systems and providing formal feedback. (Example: evaluating suppliers and/or customers, involvement in quality award programs, ISO, organizational assessments, etc.)</p>	
<p>PARTICIPATION: Has your organization participated in the Florida Sterling Awards Program? Describe your personal involvement in writing an application for the Florida Sterling Council or other Baldrige-based award program.</p>	

<p>COMMUNICATION / TEAM BUILDING/ LEADERSHIP: Describe related knowledge, professional experience, and/or relevant skills that would have a positive influence or contribution to the Examination Team Process.</p>	
<p>How did you hear about being an examiner for Sterling?</p> <ol style="list-style-type: none"> 1. Your organization 2. Other examiner 3. Sterling conference 4. Sterling training 5. Other 	<p>Comments:</p>

Send pages 11 through 14 of this application to the Sterling Council

**Do not send the instruction pages and the Florida Sterling Council Code of Conduct Policy –
*keep with your records.***

EMAIL TO: examiner@floridasterling.com

Questions: 850-922-5316

