



Sterling Collaborative Management Assessment

"The Collaborative Site Visit at FBMC Benefits Management proved to be an educational experience for our entire organization. With this process, we became aware of opportunities about our business that we would not have otherwise learned. This was certainly an experience that will provide many positive advantages for our business. The engagement of the full Leadership Team in the development of the feedback report has made a tremendous impact on our Team and has reinforced our commitment to make never-ending improvements to our business."

David Faulkenberry, President, FBMC Benefits Management, Inc.

The **Sterling Collaborative Assessment** process is designed for organizations that want to **accelerate** the **development** of their management system and get meaningful and directed feedback to identify the key strengths and opportunities. It includes preparing the five-page Organizational Profile as part of the upfront preparation for a site visit. It **does not** include a written application, but rather is a collaborative assessment conducted onsite with a team of 4-5 examiners meeting for 4-5 days with your leadership team, conducting interviews across the organization, and reviewing additional documents and results to understand where your organization stands in relation to the Sterling Criteria for Performance Excellence. You can further collaborate with the team to define areas where you would like the team to prioritize and focus their time on site. Your final feedback report will include identified strengths and opportunities on the seven management categories and items, as well as the examiner team's recommendations for key cross-cutting improvements.

What do you need to do to move forward with the Sterling Collaborative Assessment?

- ✓ Submit an Application of Intent
- ✓ Work with Sterling to understand what it will take to complete the Sterling Collaborative Assessment
- ✓ Electronically submit your completed Profile in the template provided
- ✓ Set up a series of 4-5 one-hour calls with key people from your organization and the examiner team to prepare for the site visit
- ✓ Host a 4-5 day visit with the Sterling examiner team

What is the value for your organization?

- ✓ Obtain an external view of how well your goals, plans, processes, and measures are aligned.
- ✓ Collaborate with Sterling to design the site visit to better meet your needs including the potential to have up to two people from your organization accompany the examiner team as part of the site visit process. This will allow you to develop management system experts for your organization.
- ✓ Use the feedback to focus your energy and resources on the most critical improvement projects that will add the greatest value to those vital areas key to your organization's success and better prepare for applying for the Governor's Sterling Award.
- ✓ 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.