

FLORIDA STERLING

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

FLORIDA STERLING CONFERENCE | MAY 30 - JUNE 2, 2017 JW MARRIOTT ORLANDO GRANDE LAKES



Pre-Conference Session: Tuesday, May 30, 2017, 8:00 am – 4:30 pm

2017 Sterling Criteria 101

"A systems approach to improving your organization's performance"

Your organization whether large or small, public or private, is a collection of people and their activities. Those activities produce results. When these activities are managed as a unified system of integrated processes based on customer and stakeholder requirements, results improve.

The **Sterling Criteria for Performance Excellence**, based on the national Baldrige Criteria, provide a management framework for:

- Defining what is most important for your organization's success
- Connecting processes, people, and resources for maximum benefit
- Determining how well current processes are working together to deliver that success
- Identifying areas for improvement to increase customer, stakeholder, and employee satisfaction



The Criteria are updated every two years, and this is a change year with a heightened emphasis on cybersecurity and enterprise risk management.

Why take this course?

- Your people are working hard, but results are not getting better.
- You want to see how your organization measures up to a national standard of excellence.
- Your leaders are thinking about applying for the Governor's Sterling Award.

Who should take this course?

- Leaders at all levels of your organization
- Key team leaders in your organization
- Key stakeholders who support your efforts



What will you learn?

- Benefits of using a system approach to improvement
- Key requirements for leadership, strategy, customers, measurement, analysis, knowledge management, workforce, operations, and results
- Examples of great practices from award winning organizations
- How to get started or advance your efforts on your path to excellence

"I wish we had all taken the Sterling Criteria course before we applied for the Governor's Sterling Award. The activities really helped us understand the categories and how everything fits together."

Darci Lolley, Big Bend Community Based Care, Inc.

