



FLORIDA STERLING 26th Annual Conference

The Epicenter of Excellence

May 29 - June 1, 2018



2018– 2019 Sterling Management Criteria 101: The Performance Excellence Framework for Sustainability

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Florida Sterling Council

Tuesday, May 29, 2018
8:00 am – 4:30 pm

The research-based, evidence driven Sterling Criteria are revised at the national Baldrige Program level on a two-year cycle to keep current with new management trends and directions. For example changes over the past two years added a focus on **change management, big data, and cybersecurity and a continued emphasis on innovation as a key management improvement and breakthrough strategy. This past year, Sterling has also significantly changed the Criteria to simplify and get ‘back to the basics’ of this high performance management model.**

Learn and/or reinforce your knowledge of how the Sterling/Baldrige Management Criteria provides a framework and roadmap to lead your organization to higher levels of performance through proven management practices. For the past 30 years, this internationally recognized management model has helped organizations of all sizes and types including large and small businesses, not-for-profit organizations, healthcare organizations, and K-12 and higher education across the United States and over 80 countries, to pinpoint their strengths and opportunities for improvement—and allow the organizations to choose the tools best suited to help implement those improvements.

This hands-on learning session will help you discover how you can better focus your organization, link strategies with the work you do, and achieve the results you want in: better employee relations, higher productivity, greater customer loyalty, increased market share, student achievement or healthcare outcomes, and improved profitability and sustainability. For example, the direct economic impact of applying the Sterling/Baldrige Criteria has resulted in positive outcomes for our manufacturing businesses across our state. *

Upon completion of this pre-conference session, you will be able to:

- Understand the Sterling Management Framework and how it applies to your organization
- Identify your strengths and opportunities for improvement (OFIs) and understand how you can begin to systematically leverage your strengths and address your challenges to improve your overall organizational performance
- Learn how to apply various tools to get started or continue your performance excellence journey

Take-aways:

- A checklist to get started
- Organizational Profile Template
- Strategy Alignment Template
- Improvement Action Plan

*FLM makes organizations have documented a \$35 million revenue increase and growth of 220 jobs over this past year. The Sterling Return on Investment (ROI) for Florida organizations provides direct economic impact for the state of Florida.