



# FLORIDA STERLING COUNCIL

*"Florida's #1 source for developing, accelerating and recognizing management performance excellence."*



## Governor's Sterling Award (GSA) Testimonials

"The Sterling Award is about continual improvement, becoming better tomorrow than we are today. I am so proud of my staff and the work they have done to create a culture of excellence and efficiency. Our Sterling journey has been an invaluable learning experience. We began with the Navigator in 2006, followed by the Challenge in 2008. With each step, we discovered the need for more systematic processes and relevant results. We set our sights on becoming a high-performing organization. Today, the Sterling management model is part of the fabric of our organization. By implementing the principles of the criteria, we have been able to greatly improve our processes, analyze data more effectively, and provide exceptional service to our Pinellas County residents."

*Diane Nelson, Pinellas County Tax Collector, CFC*

"Florida Hospital Memorial Medical Center has established a culture of compassion and caring that permeates all that we do. Our use of the Sterling Management Model has enabled us to hardwire our communications, clinical, and continuous improvement efforts to better serve our patients. As a result, we are in the top 5% of HCAHPS measures and in the National 1% in health grades for clinical outcomes."

*Daryl Tol, President & CEO, Florida Hospital Memorial Medical Center*

"The Sterling process helped The Ritz Carlton, Sarasota improve the execution of our strategy, enhance workforce engagement, and demonstrate sustained customer loyalty and business results."

*Jim McManemon, General Manager, The Ritz-Carlton, Amelia Island  
Former General Manager, The Ritz-Carlton, Sarasota*

"Using the Sterling/Baldrige management system helped Shands HealthCare accelerate our improvement efforts. It was a catalyst that led us to enhance our use of performance measures and improve our outcomes. This process builds our competitive advantage and return on investment to strengthen our organization for years to come. Our ultimate focus is to provide outstanding service and operations resulting in the highest levels of quality care for our patients."

*Timothy M. Goldfarb, CEO, Shands HealthCare*

"Leadership commitment to continuous improvement and using the Sterling management model to drive high performance has helped us develop a culture of service excellence in each of our organizations. We now provide our public services to citizens of our communities in a more timely, efficient, and cost-effective manner."

*Doug Belden, Tax Collector, Hillsborough County Tax Collector's Office*

"We began our journey in 1997 with leadership's commitment to continuous improvement and performance excellence. The Sterling/ Baldrige Criteria provided the framework for our management system and helped us to define our mission, vision, values, and strategic priorities. As a result, we have transitioned from a reactive to proactive high performing culture that is data-driven and embraces its internal and external customer groups. The criteria have enabled us to sustain our direction, measure and improve how service is delivered to our



customers, and develop and strengthen collaborative community partnerships that have resulted in positive trends for critical health outcomes."

*Lillian Rivera, Administrator, Miami-Dade County Health Department*

"In a world where education seems to be continually evolving at both the state and national level, the Sterling Management Model helps Tropic Isles sustain organizational performance excellence. We keep our focus on student well-being through our use of the Glasser Quality Model and our supportive partners so children are ready to learn. Our data management and review systems give us constant information to make the right instructional decisions to take our students to next level in their education. Our students are truly worth whatever it takes!"

*Brandy Macchia, Principal, Tropic Isles Elementary School*

