



# THE EPICENTER OF EXCELLENCE.

## STERLING MANAGEMENT FRAMEWORK TESTIMONIALS

"We began our journey in 1997 with leadership's commitment to continuous improvement and performance excellence. The Sterling/Malcolm 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, PhD., Administrator  
Miami-Dade County Health Department***

"Those companies who are interested in creating a systems approach to improved efficiency that will lead to better customer focus and satisfaction should be a part of this initiative. But it isn't all about the systems, it is about meeting the needs of the customers; both your internal and external customers. It is about engaging a high performing workforce around systems that are monitored and examined for continual improvement in order to provide stellar customer service. If you are passionate about what you do and want to be a part of something greater than yourself, then this is the place for your team/organization to begin."

***Dr. Carol Kindt, Senior Executive Director  
Orange County Public Schools, Human Resources Division***

"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***

"The Orange County Public Schools Operations Division has used Strategy Mapping and Score Card management for several years to manage outcomes through a "Managing for Results" process. The Sterling Management Framework reveals a process to lead through data management, focusing on customer and workforce engagement, to ensure efficiency and quality. The final report is a fantastic tool that provides balanced feedback to assist the organization in quickly identifying opportunities for continued improvement as well as highlighting the strengths of the organization."

***Michael Eugene, Chief Operations Officer  
Orange County Public Schools, Operations Division***

