



#We Are Sterling

Elevating organizational performance excellence.

Sterling/Baldrige Criteria (101) – A Framework for Achieving and Sustaining Performance Excellence

This one day training class, which includes a copy of the Sterling Management System handbook/manual for each attendee, engages the participants to understand how the Criteria **applies** to the work they do to achieve performance excellence. This class includes seven units which are:

- Unit 1 - Overview of the Sterling Management System
- Unit 2 - Categories 1-6 Process Descriptions
- Unit 3 – Categories 1-6 Processes: Scoring Guidelines
- Unit 4 – Category 7 – Results Descriptions
- Unit 5 – Category 7 – Results: Scoring Guidelines
- Unit 6 = Core Values and Concepts
- Unit 7 – Course Summary



Course Objectives:

- Understand how the Sterling/Baldrige Criteria is a systems approach to managing and driving organizational performance improvement
- Review the Organizational Profile and understand how to identify the key drivers which constitute the Business Acumen/what's most important to your organization
- Learn how ADLI+I and LeTCI are used to evaluate the maturity of your leadership systems and how well an organization is performing using this management framework
- Understand how these overall course objectives work to help you:
 - Review and describe the Organizational Profile, Process Categories, Results Category, ADLI+Innovation and LeTCI
 - Understand the Process Scoring Guidelines (Categories 1-6) and how to apply (ADLI) to gauge how effective your approaches are working
 - Understand Results (Category 7) and determine how well your results (outcomes) are performing
 - Learn about the 11 Sterling/Baldrige Core Values and Concepts and understand how these are integrated across the Sterling Criteria

0.6 IACET CEUs provided for this course

This Criteria session was very informative and helpful as we begin our performance excellence journey. Excellent session!
WellStar Healthcare Executive, Georgia

This Criteria session provides an excellent systems perspective on what high performance looks like in an organization. It also helped to focus on the importance of standardizing work processes to drive consistent high quality work, to better serve our citizens.

Gordon Klein, Manager, City of Tallahassee

