



#We Are Sterling

Elevating organizational performance excellence.

Sterling Challenge Management Assessment

“The Lee County School District’s vision ‘To be a world-class school system’ can only be achieved by effective human capital. Our Human Resources Division’s use of the Florida Sterling Council’s standards of excellence has been paramount in improving our work. I strongly recommend the Sterling Challenge process to any school district or human resources division who wants to increase efficiency and enhance performance”

*Dr. Angela J. Pruitt, Chief Human Resources Officer
School District of Lee County*

The **Sterling Challenge** is a developing management assessment tool designed for organizations that are committed to improving their leadership/management systems based on the nationally recognized Sterling/Baldrige Criteria to drive high performance. This includes documenting your organization’s approaches to your management system in the seven categories of: **Leadership, Strategy, Customers, Measurement, Analysis and Knowledge Management, Workforce, Operations**, and how these tie to your **Results**. The assessment also includes preparing an Organizational Profile that describes your organization’s keys to success: your organizational environment and culture, key working relationships, strategic situation including your competitive environment, strategic challenges and advantages, and your performance improvement system. The Challenge questions are more general in nature and do not ask for the same level of detail as the Governor’s Sterling Award level. This assessment can be a stepping-stone for organizations aspiring to earn the Governor’s Sterling and Georgia Oglethorpe Award.

The Sterling Challenge provides direct feedback from a highly trained Sterling Examiner team as part of a site visit process. On site, the team interviews employees at all levels of the organization, and reviews additional documents and results to verify and clarify your information in relationship to the Sterling Challenge Criteria questions.

What do you need to do to move forward with the Sterling Challenge assessment?

- ✓ Submit an Application of Intent.
- ✓ Work with Sterling to understand what it will take to complete the Sterling Challenge application – this can be done either as a written narrative or can be completed in a bulleted format with the template provided by the Sterling Office.
- ✓ Complete your answers to all Organizational Profile and Categories 1-7 Challenge questions.
- ✓ Submit your completed Challenge application to Sterling (electronic is encouraged, hard copy is acceptable).
- ✓ Host a five to six-day site visit with the Sterling Examiner team.

What is the value for your organization?

- ✓ Engage leaders and employees in continuous learning from developing the application to participating in the site visit interviews.
- ✓ Obtain an external view of how well your goals, plans, processes, and measures are aligned.
- ✓ Receive a feedback report at the Category level with strengths, opportunities for improvement, and an Executive Summary with recommendations for key cross-cutting improvements.
- ✓ Use the feedback to focus your resources on the most critical improvement areas to develop and accelerate your management system’s ability to focus on those improvement areas vital to your organization’s success.
- ✓ Receive **recognition** at the Governor’s Sterling Awards Banquet at the Sterling Conference.

What does it cost?

- ✓ Application of Intent Fee: \$500
- ✓ Professional Fees (excludes Examination Team travel and living expenses):
 - Up to 250 Employees - \$6,500
 - More than 250 Employees: 8,500
- ✓ Add two-day facilitated workshop option to outline your application - \$3,000 plus facilitator travel.

Additional consultation and training are available to guide you through next steps on your Path to Excellence.