



#We Are Sterling

Elevating organizational performance excellence.

Sterling Manufacturing Business Excellence Award

The **Sterling Manufacturing Business Excellence (SMBE) Award Evaluation** is a collaborative effort and partnership between The Florida Sterling Council and FloridaMakes. The assessment tool is designed for manufacturing companies committed to improving company-wide leadership and management systems, based on the nationally recognized Sterling/Baldrige Criteria for Performance Excellence. This evaluation uses the company's Organizational Profile as context for evaluating performance in the categories of: **Leadership, Strategy, Customers, Measurement, Analysis and Knowledge Management, Workforce, and Operations**. The purposes of this award process are:

- To recognize high-performing Florida manufacturing companies.
- To offer an avenue for networking and sharing of best practices in the Florida manufacturing community.
- To provide feedback and opportunities for improvement to encourage and develop high performance.

The process includes preparing an Organizational Profile describing the manufacturer's internal and external setting, culture, key working relationships, strategic situation including the competitive environment, and strategic challenges and advantages. The SMBE criteria questions are more general in nature than the Governor's Sterling Award level. This assessment is a gate for manufacturers to better understand and apply the criteria to realize greater company performance in the eyes of customers and enduring business success.

The SMBE evaluation provides direct feedback of observed strengths and opportunities at the conclusion of the process. On site, the evaluation team interviews key individuals and tours the facility to collect information relevant to the criteria and manufacturer's Organizational Profile.

What do you need to do to move forward with the Sterling Manufacturing Business Excellence Award assessment?

- ✓ Meet minimal eligibility: i.e. all manufacturers with production facilities in Florida are eligible to participate. It is not necessary for the nominee to be a member of any association.
- ✓ Be nominated by any individual or organization including any industry group, vendor, customer, workforce or economic development organization, or government agency. Self-nominations are acceptable.
- ✓ Complete and submit your response to the Organizational Profile questionnaire.
- ✓ Participate in a 30-minute Business Overview conference call with the SMBE evaluation team.
- ✓ Host a three-hour site visit for the SMBE evaluation team.

What is the value for your organization?

- ✓ Engage leaders and employees in continuous learning from developing the Organizational Profile to participating in the Business Overview conference call and site visit tour and interviews.
- ✓ Obtain an outside perspective of the effectiveness, durability, and alignment of systems and processes.
- ✓ Receive in-person feedback and a written report at the Category level identifying strengths, opportunities for improvement, and recommendations.
- ✓ Use the criteria and feedback as bases for introspection about systems and processes which may have previously been overlooked.
- ✓ Recognize and prioritize improvement opportunities to focus efforts and resources.
- ✓ *Receive recognition and exposure at the Annual FloridaMakes Manufacturing Reception and Governor's Sterling Awards Banquet at the Sterling Conference.*

What does it cost?

- ✓ No costs other than the time you invest in developing the Organizational Profile, and preparing for and participating in the Business Overview conference call and follow-on Site Visit.

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