



#We Are Sterling

Elevating organizational performance excellence.

What's the Value for the Examiner and the Organization?

Examiners Say...

"The breadth of the criteria provide learning in areas that I never would have been exposed to otherwise. I love that I am expanding my skills in areas that match my profession (IT and process), but Sterling teaches me the leadership, customer, and human resource aspects too. The best part is learning in a hands on setting from peer examiners (all experts in their own fields), rather than in a classroom setting. Far exceeds my expectations going in!"

Bill Lewis, President, Business Technology Connection LLC

"Leaders, small business owners and administrators who focus on developing their core competencies and honing their competitive approach will be positioned through Sterling to create innovative improvements capable of producing leaner and more effective organizations. By doing so, they will spearhead a new generation of transformational leaders. As an 11-year Sterling Examiner and seasoned business professional, I have personally witnessed the competitively unique outcomes of the Sterling management model in a myriad of industries – from sole proprietorships to large, multi-site organizations."

Dr. Laura McNeil is a Senior Vice President at Citigroup, a University of Phoenix Graduate Business Studies Faculty member, and is a Sterling Master Examiner.

Organizational leaders say..

"If your organization is striving for excellence, the Sterling Management System provides an excellent blue print to challenge your systems and processes. As a member of a Senior Management Team who is leading change and continuous improvement efforts, becoming a Sterling Examiner was an excellent way to deep dive into the concepts of Sterling. The Examiner experience has provided the "hands on" training to bring the Sterling Management System to life which will enhance my ability lead others down the path of operational excellence."

Thomas Rose, Executive Vice President RTI Biologics, Inc.

"Over the past three years we have gained tremendous insight from having more than twenty Sterling-trained Examiners on staff. During this time, the Sterling training has given our more than 530 Tampa-based employees a formalized structure and better insight on DTCC's business model and how it fits within the Sterling principles. Having this broader and more comprehensive perspective further enables us to sustain our business excellence capabilities while strengthening our focus on continuous improvement."

Eric. N. Miller, Managing Director
The Depository Trust and Clearing Corporation, Southern Business Center



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Success Stories

Organizational Perspective – The Honorable Larry Hart, Lee County Tax Collector

Why did you agree to put examiner(s) into the process? Please be specific.

- **Examples: Curious, Develop Leaders because..., Build internal capacity to apply for award, reward/recognition because..., We had a specific issue around...**
- **Did you have a specific business strategy for the specific people?**

I am a proponent of how the Sterling and Baldrige programs instill what is important and how an organization can achieve excellence. Public entities are faced with many challenges in providing effective and efficient services while being mindful of costs and training as a Sterling Examiner provides many opportunities for Tammy to interact and learn from other examiners as well as from agencies they have the opportunity to analyze as part of the award process.

What changes have you seen in the skills of these examiners?

I believe Tammy has exhibited growth and gained more in-depth knowledge on the overall process. She is able to take those learnings and utilize them on a day-to-day basis and on any projects she may be assigned to. As well, she shares those learnings with other staff members for growth in their positions and assistance on projects.

What changes have they initiated in your organization? Do you have any specific results from those initiatives that you can share (better, faster, cheaper)?

Tammy is a process person; she consistently strives to eliminate waste and add value to those areas and functions that affect her position. She is conscientious of expenditures and looks for efficient methods to achieve a stellar product or service. At this time, the areas Tammy has been assigned to and worked on do not or have not required a measure because the changes, while adding some efficiency and cost reduction, did not have a major overall cost or time savings.

Have any of these examiners been promoted and why?

In April, Tammy was promoted from Assistant Director of Customer Service to Finance Director. While being a Sterling Examiner has certainly complimented Tammy's skills and knowledge, her previous accounting experience, analytical abilities, and methodical and logical approaches to processes and process improvement also had an impact on the overall decision.