



# #We Are Sterling

Elevating organizational performance excellence.

## Lean Six Sigma Testimonials and Quotes

“There are not enough words to describe Green Belt training’s impact on Transportation Services. The trainings have helped us identify our 8 wastes, which has been monumental in saving transportation money. Our goal when we started the process was to reduce transportation’s overall budget, and I feel as though we have accomplished a lot in short period of time. Over the past 2 months we have drastically reduced our parts inventory, improved our purchasing process and enhanced our fleet operations. Additionally, we are using data gathered during Green Belt training to help us identify ways to improve efficiency while reducing bus routes, ride time and bus operator retention.”

Robert Codie  
Director, Transportation Services  
The School District of Lee County

“We have been doing Lean Six Sigma for our organization for about four years now and we are very committed to the excellence of our organization. One of the things that we definitely wanted to accomplish was to take our entire leadership group to the next level with Lean Six Sigma. We brought in Sterling to come in and we are at minimum at all of our manager’s levels and up are getting their Lean Six Sigma Yellow Belt to take the organization to a different level to remove waste and do what is best for the processes for our patients and families.”

Veronica Marino  
Trustbridge

“Six sigma training provided through the Florida Sterling Council and ETS, Inc. has prepared our Kids Central team to effectively use data to inform and guide system-wide improvements. These tools and techniques allow us to generate the strongest return on our investment in services which is reinvested to better serve children and families across West Central Florida.”

John Cooper, CEO, Kids Central, Inc.  
2015 GSA Recipient

“The Lean Six Sigma White Belt course has helped us fully implement critical thinking and reduce inefficiencies as we grow and better serve our patients.”

A. B. Hall, Chief Operating Officer  
Community Health of South Florida, Inc.  
2016 Sterling Award Recipient



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“For us, process improvement is very important. Our first priority is safety and our second priority is to improve our processes. Lean Six Sigma methodology is a quality tool that we use to improve any process and can be applied in any industry. We use these Six Sigma tools to improve any processes in the hospital to make sure that we provide better care to our patients.”

Gustavo Fernandez, MD  
Medical Director  
Lennar Foundation Medical Center

“Through the rigorous Sterling process, Quest Diagnostics has demonstrated that our Six Sigma, Lean and other continuous improvement methodologies have enhanced the quality, efficiency and reliability of testing we do on approximately 20,000 patient specimens in South Florida each day. These efforts are successfully putting the patient first, generating a patient satisfaction rating of 97 percent. This is just one of the several indicators, revealed through the Sterling assessment, that our operations in South Florida are generating competitive advantage and a favorable experience for patients.”

Jim Panzer, Managing Director South Florida  
Quest Diagnostics Incorporated

“We encourage our teams to attend Six Sigma Advanced Yellow Belt training because the knowledge and skills gained from this course contribute to organizational core competencies of Systems Integration, Vendor Relationship Management, Data Analytics, and World Class Workforce. Course participants gain foundational knowledge of performance improvement, project management, and process control which equips and empowers them to engage in continuous improvement at every level within the agency.”

Donna Coley, Director of Planning and Performance  
Florida Department of Children and Families

“At FP&L, we believe that educating our Executives in the Six Sigma improvement methodology allows leaders to play a critical role in setting the direction for strategic improvement processes within our company enabling FP&L to continue to achieve excellent results for our customers and stakeholders.”

Debra Shultz, Senior Manager Strategic Projects & Quality Programs  
Florida Power & Light



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“Lean Six Sigma Executive Belt Certification was instrumental in driving the exemplary results achieved by our organization. Through direct involvement of our executive leadership team, we were able to prioritize our projects and align them to our strategic goals while improving our quality of care.”

Randy Prange, Chief Operations Officer & Executive Vice President  
Trustbridge