



#We Are Sterling

Elevating organizational performance excellence.

AWARD PROCESS: OVERVIEW, TIMETABLE, FEES

	2020 Cycle	2021 Cycle
Application of Intent Available	June 2019	June 2021
Application of Intent Due	September 16, 2019	August 28, 2020
Applications Due	November 11, 2019	October 26, 2020
Consensus Meetings	January 2020	January 2021
Site Visits	February 16 - March 20, 2020	February 14 - March 26, 2021
Judges' Recommendation Meeting	April 2020	April 2021
Award Ceremony	May 29, 2020	June 4, 2021

The Governor's Sterling Award is an annual award to recognize Florida organizations for performance excellence.

THE AWARD PROMOTES:

- Awareness of performance excellence as an increasingly important element in competitiveness; and
- Information sharing of successful performance strategies and the benefits derived from using these strategies.

AWARD PARTICIPANTS

The award eligibility categories include:

- Manufacturing companies;
- Service companies;
- Education institutions;
- Health care organizations;
- Nonprofit organizations, including government organizations.

There is no limit to the number of awards given in each category each year. To participate in the Award process, an organization must submit an application package that addresses the *Criteria for Organizational*

Performance Excellence. Award applicants are expected to provide information and data on their key processes and results. The information and data must be adequate to demonstrate that the applicant's approaches are effective and yield desired outcomes.

APPLICATION REQUIREMENTS

Applicants need to submit an application package that consists of two parts:

- A completed Application Form; and
- An Application consisting of an Organizational Profile and responses to the Criteria. Content



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and format requirements are detailed in the Application Forms booklet available at www.floridasterling.com under the Assessment tab.

ELIGIBILITY DETERMINATION

All applicants must submit an Application of Intent Form prior to submitting a completed Application.

APPLICATION REVIEW

The Board of Examiners reviews and evaluates all Applications. The Board is comprised of experts selected from the service, manufacturing, health care, education, and public sectors. Those serving on the Board meet the highest standards of performance. Board appointments are for: Master Examiners, Lead Examiners, Advanced Senior Examiners, Senior Examiners, and Examiners. All Board of Examiner members are required to complete the training course based upon Examination Items, Scoring Systems, Feedback Reports, and the Examination process. Qualified experts in the award process provide the training.

ORGANIZATIONAL VETTING

Organizations nominated to be designated recipients of the current year's Governor's Sterling Award will be subject to a background check conducted by appropriate regulatory agencies. The announcement of the award recipients will occur after all regulatory agencies have assured the Florida Sterling Council and the Executive Office of the Governor that the results of the background check are satisfactory.

SITE VISITS

Site Visits are used to verify the information provided by the Application and to clarify issues and questions that have arisen during the Application review process. A Site Visit plan that includes an agenda is developed with the selected organization. During the Site Visit, there will be a visit to the facility or facilities, and interviews with organization officials and the workforce. Applicants will be responsible for scheduling introductory and concluding presentations. The number of days allotted will be determined when Site Visits are set. Fees are set as defined in the Fee Section of the Criteria book.

FEEDBACK TO APPLICANTS

The Feedback Report, a tool for continuous improvement, is a written assessment by the members of the Board of Examiners. Each Award Applicant receives a Feedback Report at the conclusion of the review process. The Feedback Report contains an Application-specific listing of strengths and opportunities for improvement based on the 2018-2019 Sterling Criteria for Performance Excellence. Used by manufacturing and service companies; schools, school districts, and post-secondary educational institutions; health care organizations; and nonprofits and governments as part of their strategic planning processes, the Feedback Report helps organizations focus on their customers and improve productivity. Feedback reports will be mailed after the judges' meeting at the end of April. **Strict confidentiality is observed at all times and in every aspect of the application, review, and feedback process.**

AWARD RECIPIENTS

Award recipients may publicize and advertise their Awards. Recipients are expected to share information about their successful performance strategies with other Florida organizations.



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CONFLICT OF INTEREST

Conflict of interest rules apply to all who serve on the Board of Examiners. Compliance with the rules is carefully monitored throughout the review, Site Visit, and feedback process.

FEES

Fees will help defray expenses associated with the Governor's Sterling Award Process.

- All potential applicants shall pay a non-refundable Application of Intent Fee of \$500 that is due along with the Application of Intent Form.
- All large organizations of more than 250 employees will pay a \$10,500 application and site visit fee. All other organizations will pay a \$8,500 application and site visit fee. The Fee is due at the time of application submission to the Sterling office.
- Additionally, **Examiner expenses include travel and living expenses computed at the current state rate and are billed after the site visit.** Awards Staff will coordinate directly with the Site Visit candidate for resolution of actual cost.

Note: All fees are non-refundable.

PAYMENT OF FEES

Payment will be by check, credit card, or money order. Checks should be made payable to: *The Florida Sterling Council.*

BASIC ELIGIBILITY

The Governor's Sterling Award is available for Florida organizations engaged in any of the five sectors. These sectors are: manufacturing, service, education, health care, and nonprofits / governments. Within each sector, the Award categories are subdivided into small/medium and large organizations. All organizations, whether for-profit or not-for-profit, are eligible to apply.

Award Eligibility Categories

MANUFACTURING

Organizations or subsidiaries that produce and sell manufactured products or manufacturing processes, and those organizations that produce agricultural, construction, or mining products.

SERVICE

Organizations or subsidiaries that sell service. The proper classification of organizations that perform both manufacturing and service is determined by the largest number of sales.

EDUCATION

Organizations or subsidiaries that deliver educational services to residents of the State of Florida. The services provided must be in the category of education and/or training. Higher education, school districts, and individual schools within school districts are eligible to apply. Both public and private schools are eligible.

HEALTH CARE

Organizations or subsidiaries that provide health care services to the residents of the State of Florida. These services must be delivered within the State of Florida, and the organization must have been active for a minimum of one year.



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NONPROFIT

Eligible organizations in this category include:

- Local, state, or federal governmental agencies;
- Any other public corporation, agency, or unit of government which exercises governmental powers under the laws of the state; or
- Trade associations, charitable organizations, social service agencies, credit unions, professional societies, and other organizations that function as nonprofits and serve the people of Florida.

SUBSIDIARIES

For the purposes of the Governor's Sterling Award, a subsidiary means an actual subsidiary, organizational unit, division, or district office. The subsidiary must have a clear definition of organization and function relatively independently but may receive policy level direction and oversight from the parent organization. Any organizational unit that is dependent on the parent organization for a majority of its support functions must describe the relationship in terms of effectiveness and its communication links. Subsidiaries of eligible organizations may apply separately if they primarily serve either the public or organizations other than the parent organization and if they meet certain size and activity level requirements.

MULTIPLE APPLICATIONS AND RESTRICTIONS

- A subsidiary and its parent organization may not both apply for Awards in the same year.
- Other subsidiaries of the same parent organization are eligible to apply.
- If an organization receives an Award, it will be ineligible to apply for another Award for a period of three years.
- If a subsidiary receives an Award, it is ineligible to apply for another Award for a period of three years.

ADDITIONAL REQUIREMENTS

Organizations recognized as Award Recipients are required to share their experiences with other Florida organizations by:

- Conducting at least one Performance Excellence Day, known as a "GSA Great Practice Showcase," during the year. The Sterling Award Staff will assist in promotion and coordination.
- Making a selected presentation at the next Florida Sterling Conference.
- Procuring an exposition booth at the Florida Sterling Conference to further share their performance excellence strategies and how these impact their products, services, or programs.
- Agreeing to co-sponsor (along with any other recipients during the cycle the organization wins the GSA, if any) the conference bags given at the next Florida Sterling Conference. This entails approximately \$2,500 plus providing the Sterling Office with an electronic version of the organization's logo to be included on the bag.
- Providing two or more examiner candidates for the next Award cycle.

CONFIDENTIALITY

Strict conflict of interest rules apply throughout all Sterling processes. Names of applicants, individual applications, commentary, and scoring information developed during the review of the application are regarded as proprietary and are kept confidential. Such information is available only to those individuals directly involved in the evaluation and application distribution process. Board of Examiner members are assigned to applications following strict conflict of interest rules and receive no information regarding the content or status of applications to which they are not assigned. Information on successful strategies of Award recipients and other applicants may be released only with written approval of the applicant.