



# #We Are Sterling

Elevating organizational performance excellence.

## ***Governor's Sterling and Georgia Oglethorpe Sustained Excellence Award Management Assessment***

*"The Governor's Sterling Sustained Excellence Award reaffirms the relevance of our approach to Setting the Standard for Excellence in our industry and our commitment to uphold the public's trust in the work that we do. Receiving this prestigious award invigorates our employees in their quest for excellence in serving our community. Our workforce has fully embraced a culture that focuses on creating highly efficient work systems in alignment with the City's strategic priorities that impact their daily operations..."*

**Mike Tadros, General Manager**  
**City of Tallahassee, Underground Utilities & Public Infrastructure**

The **Governor's Sterling and Georgia Oglethorpe Sustained Excellence Award** is designed to enable Governor's Sterling and Georgia Oglethorpe Award recipients (within four years) to retain their role model status. This high-level assessment process examines how well you have strengthened, improved, and innovated winning systems to ensure long term success and sustainability in a competitive environment.

The Sterling Sustained Excellence Award is an internal self-assessment of your organization relative to management best practices and results reflected in the Sterling Criteria for Performance Excellence. A formal external assessment consists of off-site and on-site assessment of how well your processes are defined, aligned, deployed, evaluated, and improved. A team of highly experienced Examiners will verify and clarify your responses through interviews with your leaders and performance excellence professionals. The Award is a judged process to designate continued role model organizations for the states of Florida and Georgia, and recipients are recognized at the Annual Sterling Conference. Role models are also expected to showcase their journey and best practices to other organizations.

### **What do you need to do to move forward with the Governor's Sterling and Georgia Oglethorpe Sustained Excellence Award assessment?**

- ✓ Submit an Application of Intent.
- ✓ Complete an updated Organizational Profile and a 20-page application including improvements based on previous feedback, sustainability questions, and results – submit to the Sterling office electronically.
- ✓ Work with the Sterling office to schedule the three day site visit for the team of Examiners.
- ✓ Work with the Team Leader for clarification calls, site visit scheduling, results calls, executive level scheduling, and document requests.

### **What is the value for your organization?**

- ✓ Continue to focus leaders and the workforce on systematic management approaches to pro-actively address strategic and operational challenges and changes.
- ✓ Validate and strengthen your winning systems to ensure long-term success.
- ✓ Receive an expanded Executive Summary level feedback report with cross-cutting themes to focus your organization on even higher levels of performance.
- ✓ Use the feedback to focus your energy and resources on the most critical improvement projects that will add the greatest value to your organization.
- ✓ Potentially be designated a role model for performance excellence in the states of Florida and Georgia.
- ✓ Receive **recognition** at the Governor's Sterling Awards Banquet at the Sterling Conference.

### **What is the cost?**

- ✓ Application of Intent Fee: \$1,000
- ✓ Professional Fees (excludes Examiner Team travel and living expenses): \$7,500

*Note: Due to COVID-19, Sterling is conducting all assessments through a virtual platform during the 2020/2021 cycle.*