



#We Are Sterling

Elevating organizational performance excellence.

Sterling Assessment Processes

Testimonials and Quotes

"Earning the Governor's Sterling Award means much more to us than being recognized as a role model organization. It validates our commitment to an organizational management system which guides our dedication to process improvements, systematic repeatable best practices, and use of data to make informed and strategic decisions in our commitment to be better tomorrow than we are today."

Charles. W Thomas, Tax Collector, Pinellas County Tax Collector's Office

"As we continued our rapid growth, we saw the need to make a commitment to improve our credit union's processes and procedures. Adopting the Sterling framework, and inviting in the Sterling examiners to provide an outside perspective, allowed us to do that. We now have a culture of constant improvement that has been embraced by all staff, and will allow us to continue to grow and build on the foundation of performance excellence."

Rick Skaggs, President/Chief Operations Officer University of South Florida federal Credit Union

"At Wellstar Paulding Hospital, we pursue excellence in everything we do. Each and every day, we take our commitment to save lives, serve others and promote a strong workforce culture seriously. Utilizing the Baldrige Framework through the Governor's Sterling Award (GSA) examination process has helped us create a systematic approach to how we operate. There is no doubt with the GSA examination process and framework in place, we are better positioned to continue to fulfill our vision of providing world-class healthcare to every patient, every time."

John Kueven, Senior Vice President and Hospital President, Wellstar Paulding Hospital

"UGL-Unicco was going through major changes and growth expectations doubled overnight. We used the Navigator tool to identify opportunities for improvement as an honest assessment and a point of departure for our strategic plan. Equally valuable to the process was engaging Pat Sciarappa from the Sterling team to assist with prioritizing and facilitating our strategic planning process, dealing with strong personalities, and keeping us focused. As a result, we developed and implemented our strategic plan and an ongoing continuous improvement process that have produced record results in sales and close ratio."

Randy Ledbetter, President, Ledbetter Associates Former Vice-President Business Development, DTZ- a UGL Company