



#We Are Sterling

Elevating organizational performance excellence.

Sterling Express Management Assessment

The **Sterling Express Management Assessment** is a leadership-driven, cost-effective consulting management assessment with a focus on **small business** and **not-for-profit** organizations committed to improving organization-wide leadership systems. The Criteria for this Assessment are based on the nationally recognized and evidence-based leadership standards that constitute the Sterling/Baldrige Criteria for Performance Excellence. This management assessment uses the Organizational Profile as a baseline for evaluating performance in the categories of: **Leadership, Strategy, Customers, Measurement, Analysis and Knowledge Management, Workforce, and Operations.**

The Assessment begins with the Organizational Profile questionnaire that describes your organization's keys to success — your organizational environment and culture, key working relationships, your performance improvement system, and strategic position, which includes your competitive environment, strategic challenges and advantages.

This virtual assessment is conducted through video conferencing with your leadership team and with a select group of members from the Sterling Board of Examiners. Following the virtual assessment, Sterling will develop a feedback report that will summarize key category level strengths and opportunities for improvements to establish a baseline for driving high performance.

What do you need to do to move forward with the Sterling Express Virtual Assessment?

- ✓ Submit an Application of Intent.
- ✓ Complete and submit your responses to the Organizational Profile questionnaire.
- ✓ Support a one-hour Business Overview virtual call between your leadership team and the Sterling Examiner team.
- ✓ Host a three to four-hour virtual Site Visit that includes: introductions, category level questioning by the Sterling Examiner Team, virtual 'tour' of the key areas of the facility, and follow-up questions to explore more in-depth knowledge of your organization's approaches.

What is the value for your organization?

- ✓ Engage leaders in continuous learning from developing the Organizational Profile to participating in the Business Overview call and the virtual site visit.
- ✓ Obtain an outside perspective of the effectiveness, durability, and alignment of systems and processes in your small business organization.
- ✓ Receive a virtual (or in-person) feedback session with written feedback report at the Category level identifying strengths, opportunities for improvement, and recommendations.
- ✓ Use the Criteria and feedback as bases for identifying key areas of strength and opportunities for improvement.
- ✓ Recognize and prioritize improvement opportunities to focus efforts and resources.
- ✓ Receive **recognition** at the annual Florida Sterling Conference

What is the cost?

- ✓ Application of Intent Fee: \$1,000
- ✓ Professional Fees: **\$3,750** (\$2,500 of these fees can be directly applied to additional Sterling training services. There are no travel expenses due to the virtual nature of this assessment).

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