



# 30th Anniversary Sterling Conference May 31-June 3, 2022



## The Sterling Management System

### A Framework for Achieving and Sustaining Performance Excellence

TUESDAY, MAY 31, 2022 | 8:30 AM - 4:30 PM

Learn and expand your knowledge of how the Sterling/Baldrige Criteria for Performance Excellence provides a framework and roadmap to lead your organization to higher performance levels through proven management practices. For the past 35 years, this internationally recognized management model has helped organization of all sizes and types, including large and small businesses, not-for-profit organizations, healthcare organizations, and K-12 and higher education across the United States and over 80 countries, to pinpoint their strengths and opportunities for improvement – and allow the organizations to choose the tools best suited to help implement sustained performance improvement.

This one-day, hands-on learning session will help you discover how you can better focus organization, link strategies with the work you do, and achieve the results you want in better employee relations, higher productivity, greater customer loyalty, increased market share, student achievement or healthcare outcomes, and profitability and sustainability.

#### MEET THE SPEAKERS



Robert Goehrig is the Budget Director for Pasco County, Florida. Before joining Pasco County, he was the Director of Budget, Strategy, and Communications for the City of Coral Springs, Florida; a two-time Governor's Sterling Award recipient, and a 2007 recipient of the Malcolm Baldrige National Quality Award. Bob also served as a General Business Specialist with the Malcolm Baldrige National Quality Award Program. He is a Master Examiner with the Florida Sterling Council and currently serves as the Chair of the Sterling Council's Examination Committee.



Amielee Farrell currently serves as a Budget Manager for Pasco County, Florida and is relied upon by her organization as a Subject Matter Expert in the Sterling Management Framework. She previously held the position of Operations Management Consultant with the Department of Children and Families, Office of Economic Self-Sufficiency. She is a Master Examiner with the Sterling Council, and in 2020 Amielee was recognized as the recipient of the Examiner Excellence Award based on her leadership, assessment, and team engagement capabilities. She serves as Board of Examiner's point-of-contact for expertise with the online assessment tool Apex.

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Upon completion of this pre-conference session, you will be able to:

- ◆ Understand the Sterling Management Framework, and internalize it to your own organization.
- ◆ Learn about the system maturity model using Approach, Deployment, Learning, and Integration (ADLI) – and its impact on evaluating how well your organization is performing.
- ◆ Understand how the Core Values and Concepts are the foundation of Sterling/Baldrige Criteria for Performance Excellence, and how they relate to high-performing organizations, including your own.
- ◆ Learn how to apply various assessment tools to get started, or continue, your performance excellence journey.

### DID YOU KNOW?

Over 156 manufacturing organizational assessments were conducted during the past four years, driving change that resulted in 1,300 new jobs created or retained, over \$21 million in cost savings, and over \$87 million in new and retained sales in Florida.

### TAKEAWAYS:

- ◆ Checklist to get started on your organization's journey to performance excellence
- ◆ Organizational Profile Template
- ◆ Sterling Management System Resource Manual



**92% OF PARTICIPANTS STATED THE FRAMEWORK FOR ACHIEVING AND SUSTAINING PERFORMANCE EXCELLENCE STRENGTHENED THEIR PROFESSIONAL CAPABILITIES, AND WILL USE WHAT THEY LEARNED, TO IMPROVE THEIR OWN ORGANIZATION.**

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