



# #We Are Sterling

Elevating organizational performance excellence.

## ***Sterling Explorer Management Assessment***

*“The first major step on the Georgia Department of Revenue’s Journey to Organizational Excellence, or J.O.E., was to complete the Sterling Explorer Assessment. By benchmarking ourselves to the Baldrige Criteria, we are able to make informed decisions to assist each of our divisions in transitioning to a more systematic approach in increasing efficiency and high performance. This will facilitate a department-wide process to providing services that further aligns us with the Governor’s vision of putting hardworking Georgians first through streamlined, accessible, and fiscally responsible government.”*

*Dr. Georgia Steele, Chief Performance Officer  
Georgia Department of Revenue*

The **Sterling Explorer** assessment process is a leadership-driven introductory consulting management assessment based on the nationally recognized Sterling/Baldrige Criteria to drive high performance. This includes assessing an organization’s management system in the seven categories of: **Leadership, Strategy, Customers, Measurement, Analysis, and Knowledge Management, Workforce, Operations**, and how these tie to your **Results**. The assessment also includes preparing an Organizational Profile that describes your organization’s keys to success: your organizational environment and culture, key working relationships, strategic situation including your competitive environment, strategic challenges and advantages, and your performance improvement system. This leadership review is facilitated over a two-day period as a self-assessment with your leadership team and focus groups facilitated by a Sterling Management System expert.

During the assessment, leaders will participate in a discussion of their leadership system and gain an understanding of the connection between the Organizational Profile, the seven Criteria categories, and how these leadership approaches systematically drive results. The facilitator will also share evidence-based best practices from high performing organizations. The facilitator will also conduct a **focus group with managers/supervisors**, and a **focus group with front-line employees** for additional input and to determine how well leadership strategies and processes are deployed. Following the facilitated assessment, Sterling will develop an Executive Summary feedback report that will summarize key strengths and opportunities, bulleted process category feedback, focus group feedback, and make recommendations for cross-cutting improvements.

### **What do you need to do to move forward with the Sterling Explorer assessment?**

- ✓ Submit an Application of Intent.
- ✓ Schedule two days for Sterling to facilitate your Sterling Explorer assessment.
- ✓ Complete and submit your bulleted answers to all Organizational Profile questions (electronic is encouraged, hard copy is acceptable).

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

- ✓ Obtain an “expert” external view from a Sterling master Examiner on how well your goals, processes, and measures are aligned.
- ✓ Gain knowledge about the depth of deployment of leadership strategies through focus group inputs.
- ✓ Receive a feedback report which includes an Executive Summary with recommended next steps to drive management system improvements, bulleted strengths and opportunities across the process Criteria categories, including feedback from focus groups.
- ✓ Use the feedback to help prioritize your direction and resources on the most critical improvement projects that will add the greatest value to your organization.
- ✓ 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: \$10,500 plus facilitator’s travel and living expenses