



# #WeAreSterling

ELEVATING PERFORMANCE EXCELLENCE

## Sterling Challenge Management Assessment

*"Life Alliance Organ Recovery Agency had the privilege of conducting the first fully virtual site visit for our recent Sterling Challenge Application amidst the ongoing COVID-19 pandemic. As a result of the feedback received from the final report, we have been able to celebrate our innovative accomplishments and best practices. More importantly, with this feedback, we are using the identified opportunities for improvement (OFIs) in our ongoing strategic planning efforts as continuous cycles of learning and improvement. We are incredibly excited to continue on our journey on our Path to Excellence."*

*Dr. Alghidak Salama, MD, MPA, Executive Director  
Life Alliance Organ Recovery Agency*

The **Sterling Challenge** is a developing management assessment tool designed for organizations that are committed to improving their leadership/management systems based on the nationally recognized Sterling/Baldrige Criteria to drive high performance. This includes documenting your organization's approaches to your 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. The Challenge questions are more general in nature and do not ask for the same level of detail as the Governor's Sterling Award level. This assessment can be a stepping-stone for organizations aspiring to earn the Governor's Sterling and Georgia Oglethorpe Award.

The Sterling Challenge provides direct feedback from a highly trained Sterling Examiner team as part of a site visit process. On site, the team interviews employees at all levels of the organization, and reviews additional documents and results to verify and clarify your information in relationship to the Sterling Challenge Criteria questions.

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

- ✓ Submit an Application of Intent.
- ✓ Submit your completed five-page Organizational Profile, your 35-page application, and additional documents via electronic link provided by Sterling.
- ✓ Work with the Sterling office to schedule the Assessment process with your assigned Examiner team.
- ✓ Work with the Examiner team Leader to schedule and coordinate Assessment process.
- ✓ Prepare your workforce for honest and open discussions with the Examination team.

### What is the value for your organization?

- ✓ Engage leaders and employees in continuous learning from developing the application to participating in the Assessment interview process.
- ✓ Obtain an external view of how well your goals, plans, processes, and measures are aligned.
- ✓ Receive a feedback report at the abbreviated Category/Item level with strengths, opportunities for improvement, and an Executive Summary with recommendations for key cross-cutting improvements.
- ✓ Use the feedback to focus your resources on the most critical improvement areas to develop and accelerate your management system's ability to focus on those improvement areas vital to your organization's success.
- ✓ Receive **recognition** at the Governor's Sterling Awards Banquet at the Sterling Conference.

### What does it cost?

- ✓ Application of Intent Fee: \$1,000
- ✓ Assessment Fees:
  - Up to 250 Employees: \$8,500
  - More than 250 Employees: \$10,500

