



31ST ANNUAL STERLING CONFERENCE MAY 31 – JUNE 2, 2023

PLAY YOUR CARDS RIGHT



The Sterling Management System

A Framework for Achieving and Sustaining Performance Excellence

TUESDAY, MAY 30, 2023 | 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 over 35 years, this internationally recognized management model has helped organization of all sizes and types, including businesses, not-for-profit organizations, healthcare organizations, and K-12 and higher education across the United States and over 80 countries. The Performance Excellence Framework pinpoints strengths and opportunities for improvement – and allows 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 your organization, link strategies with the work you do, and achieve the results you want to better employee relations and obtain higher productivity, generate greater customer loyalty, increased market share, improve student achievement or healthcare outcomes, as well as organizational profitability and sustainability.

NOTE: This year the Baldrige Criteria has gone through a significant change process, which occurs on a bi-annual basis. This session will enable you to keep current with these revised “best business approaches”.

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.



Norma Krech is an independent organizational performance consultant; a performance excellence consultant with R. Ledbetter and Associates; Chief Advisory Officer for Sterling International; and Master Examiner, and member of the Executive Committee for the Sterling Council Board of Directors. She develops Examiner training for both the Sterling Council and Sterling International, and is the site visit coach for Sterling International assessments across the globe. She has served as a Baldrige Examiner, assessment team coach for the Army Community of Excellence, and President of Colorado Performance Excellence, now known as Rocky Mountain Performance Excellence.



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

- ◆ Understand the Sterling Management Framework, and internalize how you can use it in 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.



TAKEAWAYS:

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



In 2022, THE PARTICIPANTS RATED THIS SESSION AT **100% OVERALL SATISFACTION**, WHICH INCLUDED 88% WHO STATED THEY WERE **EXTREMELY SATISFIED** WITH THE QUALITY OF THIS CRITERIA SESSION.

