

# How to be a Sterling Organization!



John Pieno, Chairman, Florida Sterling Council

22<sup>nd</sup> Annual FSCPM Symposium, January 23, 2012

# Baldrige National Quality Program

- 1987 – Department of Commerce
- Researched best practices in management of successful organizations
- Major revisions on 2 year cycle
- Management by fact
- Continuous improvement
- Communication

# Florida Sterling Council

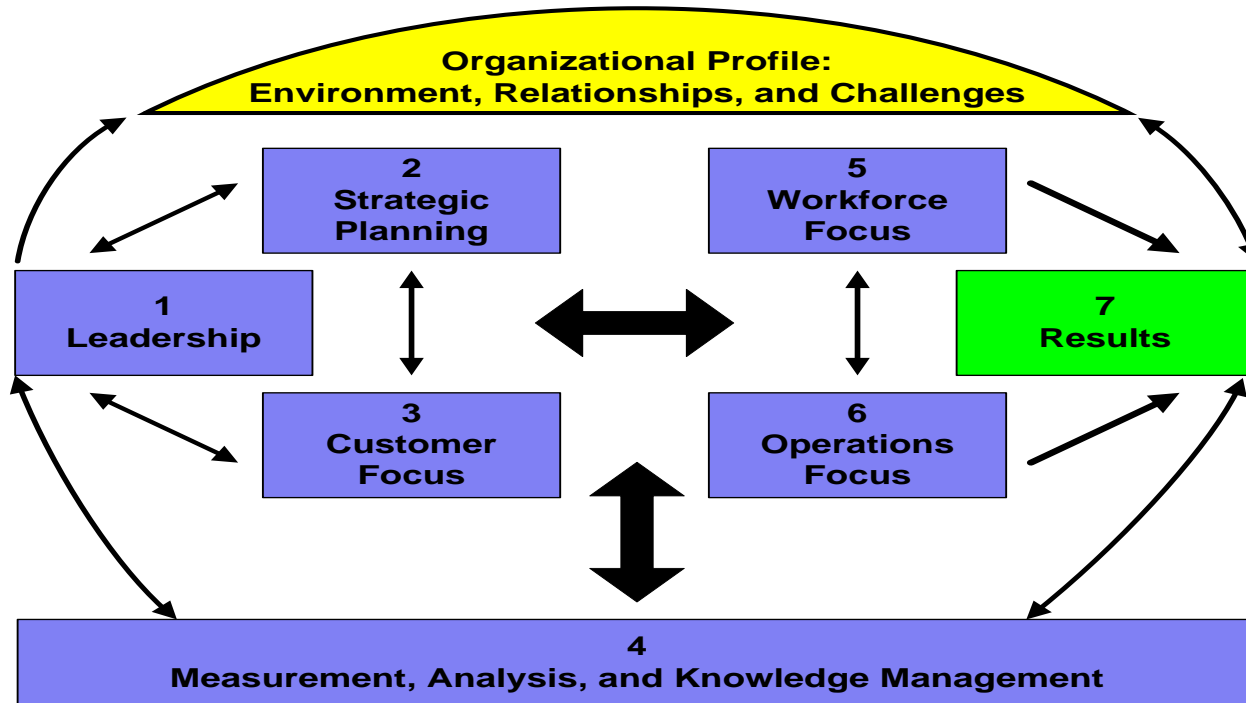
- Vision
  - Florida. Our state of excellence.
- Mission
  - To enhance Florida's competitive edge and quality of life through promoting, developing, assessing, and recognizing performance excellence.



# Why Sterling?

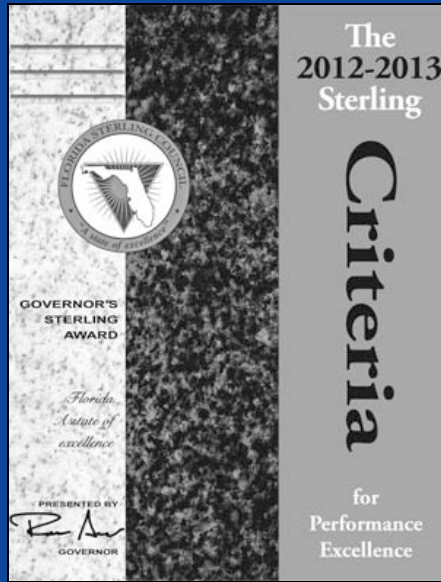
- Helps define what is important
- Provides a framework
- Facilitates communication
- Provides data for effective decision making
- Guides planning and improvement
- Helps you improve bottom line results

# Sterling Management Model

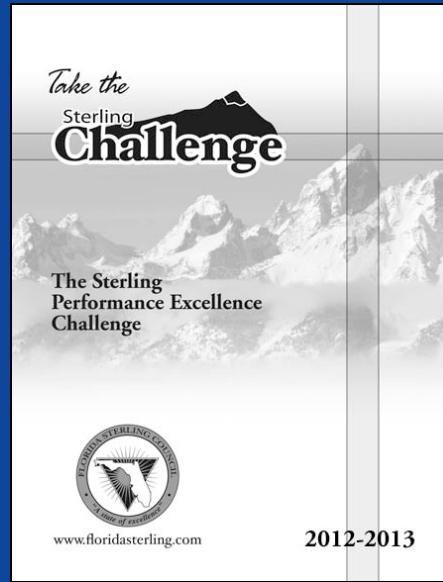


A comprehensive and integrated system

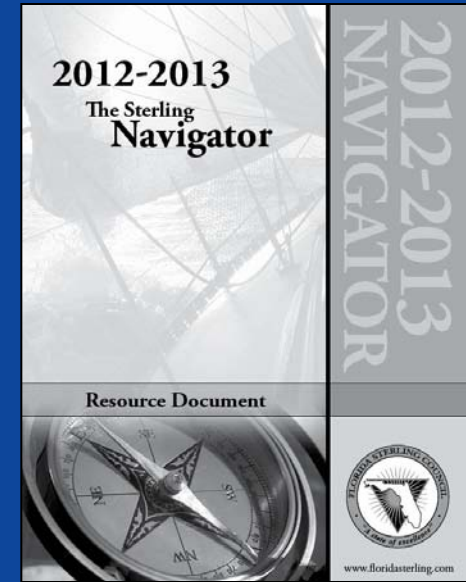
# Sterling Assessment Tools



Governor's Sterling Award



Sterling Challenge



Sterling Navigators I & II



For Profit & Not-for-

Which is the right tool for you?

# Governor's Sterling Award Recipients

- Manatee County Tax Collector
  - Miami-Dade Park & Recreation Department
  - Tropic Isles Elementary School
  - Hillsborough Tax Collector
  - Marion County Sheriff's Office
  - Orange County Clerk of Courts
  - Brevard Public Schools
  - The Depository Trust & Clearing Corporation
  - Florida Hospital
  - South Miami Hospital
  - Sunstar Paramedics
  - Shands HealthCare
  - The Ritz-Carlton, Sarasota
  - Quest Diagnostics
  - Landrum Professional Employer Services
- \* Some recipients over the last 5 years**

# Sterling Results

- Reduce operating cost by more than \$800,000 over 3 years & reduce wait time by 35%
- 91% overall customer satisfaction rating in the financial service sector
- 96–98% customer satisfaction for 4 years in public sector
- Reduce crime rates from 29.1 per 1,000 residents to 22.8 as compared to best Florida peers at 38
- Achieve Benchmark levels in HCAHPS scores (75<sup>th</sup> quartile)
- 97% Florida Disaster Emergency Response rate

# Baldrige Results: Large Companies

- More than \$7.5 million annual cost savings from implementing innovative ideas
- 99.9% combined quality/reliability ratings by nontraditional customers for 3 years
- More than 2.5 billion in savings for partner hospitals through cooperative purchasing & other services over 3 years

# Baldrige Results: Small Companies

- 93% increase in sales over 6 years
- 300% increase in net income as a percentage of sales over 5 years
- 40% improvement in product return rate over 6 years
- 12% – 16% annual revenue growth for the past 4 years despite minimal growth in the engineering industry

# Conference! Mark you Calendar!



Register and Pay by Jan 31  
and save \$300

[www.floridasterling.com](http://www.floridasterling.com)



Contact Sterling if you have questions

[ipieno@floridasterling.com](mailto:ipieno@floridasterling.com)