

Baldrige/Sterling Evaluation



Organizational

Outreach

Curriculum

Professional Development



FLATE's evaluation plan consists of 2 interdependent levels – various types of data validate its performance with respect to its past, present and future goals and objectives and an overarching, strategically-oriented process ensures FLATE continues to strive for improvement in our processes and products. FLATE's strategy is to fully integrate its NSF ATE evaluation requirements with the nationally recognized Malcolm Baldrige (Florida Sterling) Quality Process. Actions and activities are driven by opportunities identified by stakeholders. Our plan is cyclic with three phases each with several components.

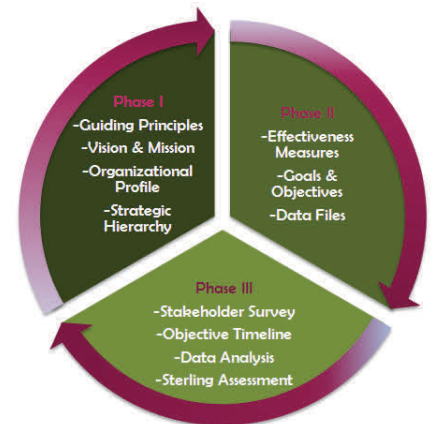
Sterling Assessment Scoring	Available Points	2008	2010	2012	2014
Leadership	140	42	56	63	84
Strategic Planning	100	40	50	45	55
Customer Focus	100	40	40	50	55
Measurement, Analysis, and Knowledge Management	100	25	30	40	45
Workforce Focus	100	30	30	30	45
Operations Focus	100	30	30	40	55
Results	100	126	126	144	162
Total	360	333	362	412	501

2013 FLATE Strengths Identified

- Strong environment for two-way communication & stakeholders engagement
- Activity and performance improvements based on stakeholder/customer feedback
- Operational effectiveness & strategy implementation



"This is really fantastic! I recognized the merit of FLATE choosing an industry process for quality systems immediately. You are doing a great job implementing the Sterling process."



Bi-Annual Stakeholder Survey Results (2013, n=289)	% agree or strongly agree
I have easy access to FLATE staff & products	80%
FLATE staff have helped me whenever I requested it	64%
Professional development initiatives have assisted me	57%
Curriculum reform initiatives have assisted me	49%
Curriculum materials have assisted me	51%
The "Made in Florida" outreach campaign has assisted me	51%



This activity supports FLATE's vision to be a self sustaining and quality organization.

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