

# FLATE Sterling Assessment Scoring 2008 - 2016

Category		Available Points	2008	2010	2012	2014	2016
1	Leadership	140	42	56	63	84	91
2	Strategic Planning	100	40	50	45	55	55
3	Customer Focus	100	40	40	50	55	60
4	Measurement, Analysis, & Knowledge Management	100	25	30	40	45	50
5	Workforce Focus	100	30	30	30	45	50
6	Operations Focus	100	30	30	40	55	55
7	Results	360	126	126	144	162	169
<b>Total</b>		<b>1000</b>	<b>333</b>	<b>362</b>	<b>412</b>	<b>501</b>	<b>530</b>

## 2016 Recommendations for Improvement:

1. While stakeholder engagement and satisfaction approaches are good, there is an opportunity to geographically expand stakeholder involvement throughout the State of Florida. For example, Industry Advisory Council meeting attendance indicate weak involvement of stakeholders from many area around Florida outside the Tampa Bay area.
2. There is an opportunity to develop an approach to identify potential stakeholders (i.e. those not aware of FLATE mission, products, and services), to solicit input and listen for actionable information useful in improving and expanding deployment of FLATE products and services.
3. Opportunity exists to develop and deploy to the workforce a standard approach to process improvement.