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# **18<sup>th</sup> Annual Sterling Conference**

## ***Florida Education Summit***

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### **Best Practices Florida – Education Concept and Website Overview**

**Presented by:**

**Bob Seemer, President & COO**

**ets, inc.**

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# Concept Behind Best Practices

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Creating an effective solution from scratch may be effective...  
... but not always efficient.

What if somebody else already created it and was willing to share it with you?

Best Practices represent approaches applied in specific areas which have resulted in exemplary performance and operational advantage.



# Role of Baldrige/Sterling

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The Baldrige and Sterling Management Systems are:

- Complete: They address every aspect of organizational effectiveness.
- Proven: Have been applied for more than 20 years worldwide.
- Applicable: Success stories abound in all industries – at all levels.

Baldrige and Sterling define the scope of what is necessary to succeed.



# Role of Best Practices

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- High performing organizations typically excel in 30-40% of the Baldrige or Sterling Criteria elements.
- Collectively, Florida's 67 school districts and the Virtual School excel in 80-90%, but...
- No single school district does.

How can we make this happen?



# Best Practices Florida – Education (BPF-E)

Best Practices Florida  
Education



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We all do our best to **be** our best. But, at some point, we all need a little help. That's what this site is for. We have brought the best minds available to one place and made what they know available to you. Our goal is to compile the best practices throughout the education sector and put them into an a readily accessible and understandable format that you can use to make yourself the best you can be. Think you have something others should know? Submit your best practice and let our team of experts review it for publication on this site! Don't see your topic here? Request it and we'll get right to work on it, or you can use the discussion board to find out what other professionals in your field are doing. Best Practices Florida is committed to making you the best you can be. Together, we all achieve more.



Florida Department of Education

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# A Solution for Accelerating Gains

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The Best Practices Florida – Education (BPF-E) website is:

- A common location for sharing, learning and inquiring about successful approaches used by others.
- An information source about productivity and organizational improvement events.
- An online resource for performance improvement tools made available through the Sterling Council and its partners.



# How It Works

## Best Practices Catalog Structure

- **Student Achievement & Progression**
  - Accountability, Analysis, Reporting, & Testing
  - Curriculum
  - Educational Technology
  - Instruction
  - Mentoring
  - Monitoring
  - Response to Intervention
  - Teacher Development
  - Testing
- **Administrative & Support**
  - Budgeting
  - Facilities
  - Finance
  - Food & Nutrition
  - Human Resources
  - Recognizing & Rewarding High Performance Educators
  - Transportation
- **Leadership & Oversight**
  - Board
  - Communication
  - Community & Parent Engagement
  - Information Technology
  - Leadership Processes
  - Security & Safety
  - School Improvement Planning
  - Strategic Planning
  - Succession Planning



# How It Works

## Baldrige Category, Item, Area

1. Leadership
  - 1.1 Senior Leadership
    - a. Vision, Values, and Mission
    - b. Communication and Organizational Performance
  - 1.2 Governance and Societal Responsibility
    - a. Organizational Governance
    - b. Legal and Ethical Behavior
    - c. Societal Responsibility and Support of Key Communities
2. Strategic Planning
  - 2.1 Strategy Development
    - a. Strategy Development Process
    - b. Strategic Objectives
  - 2.2 Strategy Deployment
    - a. Action Plan Development and Deployment
    - b. Performance Projection
3. Customer Focus
  - 3.1 Customer Engagement
    - a. Product and Service Offerings and Customer Support
    - b. Building a Customer Culture
  - 3.2 Voice of the Customer
    - a. Customer Listening
    - b. Determination of Customer Satisfaction and Engagement
    - c. Analysis and Use of Customer Data
4. Measurement, Analysis, and Knowledge Management
  - 4.1 Measurement, Analysis, and Improvement of Organizational Performance
    - a. Performance Measurement
    - b. Performance Analysis and Review
    - c. Performance Improvement



## BPF-E Status and Projections

Measure	As of 5/27/10	Projected 12/31/10
Participating Districts	33	50
Best Practices Committed	138	200
Best Practices Submitted	42	135
Best Practices on BPF-E	22	100
% Education Areas Addressed	85	100
% Baldrige/Sterling Areas Addressed	90	100



## Next Steps

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- Refine the website.
- Engage districts and schools:
  - Public,
  - Private,
  - Independent.
- Continue with the monthly Newsletter.
- Conduct regular webinars.



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**June 1, 2010**



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