

## Recommendation for Michael Shew

Date: 01/05/2020

### Provider Information

**First Name:** Phil  
**Last Name:** Centonze  
**Job Title:** Director of Client Engagement Services  
**Employer:** Floridamakes  
**Years you have known the applicant:** 4  
**Are you a state program director?** No

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### Applicant Knowledge

Leadership	Upper 25%
Strategy	Upper 25%
Customers	Upper 10%
Measurement, Analysis, and Knowledge Management	Upper 25%
Workforce	Upper 10%
Operations	Upper 10%
Results	Upper 25%

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### Applicant Ability

Expertise in the management of business, education, health care, or nonprofit organizations	Upper 50%
Expertise in the analysis of results in business, education, health care, or nonprofit organizations	Upper 50%
Knowledge of practices and improvement strategies leading to performance excellence	Upper 10%
Writing skills	Upper 50%
Leadership skills	Upper 10%
Interpersonal skills	Upper 25%
Education or training skills	Upper 10%

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## **Applicant Evaluation**

### **Please evaluate the applicant's qualifications to be an examiner.**

Mike performed very well as an examiner in the Florida Sterling Manufacturing Business Excellence Awards process for one annual cycle. This is a process which is a collaboration between the Florida Sterling Council and FloridaMakes (the NIST-MEP Center in Florida). Award criteria are based on Baldrige Criteria. He demonstrated basic understanding of the criteria and their application to manufacturing company evaluations. He is very familiar with organizational processes and the systematic perspective of the criteria in evaluating organizational approaches. He has good organizational knowledge and expertise which positions him well for analyzing performance. For context relating to my assessment of Mike's knowledge and abilities, I developed, manage, and lead this manufacturing award process in which he was involved. I have served as a 17-year Sterling examiner, and currently am Lead Judge of the panel of judges in the Florida Governors Sterling Award process. I am confident Mike Shew would perform well as an examiner and be an asset to the program with additional training in the Baldrige evaluation approach. I recommend he be selected to the Baldrige Examiner Corps.