

# EXPRESSION OF INTEREST TO JOIN THE NEW ZEALAND BENCHMARKING CLUB

Please complete and return this form by 16 April 2004 if your organisation is interested in joining the Club.

**Organisation details**

Organisation.....

Address.....

Name..... Position.....

Tel:..... Fax:..... E-mail:.....

Signature..... Date.....

1. Is your organisation part of some larger organisation? (If "Yes" what is the name of the parent organisation?) Are you interested in the whole of your organisation or part of your organisation joining the Club?

2. What does your organisation do? (e.g. products manufactured or services provided)

3. What is the size of your organisation? (E.g. no. of employees/turnover, no. of operational sites)

4. How would you assess your organisation in terms of business excellence? Circle the appropriate number.

Excellent (probably world-class)	7	Very Good (probably one of the best in industrial sector)	4
Excellent (probably best in New Zealand)	6	Good (probably above average in industrial sector)	3
Very Good (probably best in industrial sector)	5	Average (probably average in industrial sector)	2
		Below average (probably below average in industrial sector)	1

What is your judgement based on?

5. Has your organisation used benchmarking techniques before, if so how? (E.g. internal or external benchmarking, for which processes?)

6. Has your company assessed itself against a business excellence model, if so how? (E.g. type of model, number of times, how long ago, questionnaire or award style process etc.).

7. What are you hoping to gain from joining the Club - name 3 things?

8. Which of the Standard Plus Service options do you think you might be interested in?

A	B	C	D	E	F	G	H
Facilitated self-assessment	Business Excellence Programme	Benchmarking Programme	Additional Benefits Programme	PhD Researcher on site	Scholarship donation	Club sponsorship	Standard Services only
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick as appropriate

**Expressions of interest must be received by 16 April 2004.** Please send/fax/email this form to Robin Mann, Centre for Organisational Excellence Research, Massey University, Private Bag 11 222, Palmerston North, New Zealand. Tel: 06 350 5445, Fax: 06 350 5604, Email: r.s.mann@massey.ac.nz

# Information on the Club's Recruitment Process

## WHY DOES THE CLUB HAVE A RECRUITMENT PROCESS?

For the club to be successful in the long-term it needs to ensure that new members of the Club develop a similar commitment to the Club's vision/strategic direction as the current members. To achieve this, the Club's recruitment process is designed to fully inform potential members of the strategic direction and services of the Club so that when new members join the Club they can contribute to and benefit from the Club immediately.

## WHY ARE MEMBERSHIP PLACES LIMITED?

For there to be effective benchmarking, networking, and sharing of best practices a high level of trust and understanding needs to be developed between Club members. If the Club's membership base grows too quickly then this will not be achieved. In addition, a slow growth rate provides more time to build up an effective support structure and set of services that can cater for a higher number of members, and yet still provide an environment in which trust and understanding can flourish.

## HOW DO POTENTIAL MEMBERS JOIN THE NEW ZEALAND BENCHMARKING CLUB?

The process begins with your organisation submitting an expression of interest form. This is followed by a review stage where your organisation can learn more about the Club, and the present Club members can learn more about your organisation. Following this period, those organisations that have similar aspirations to those of the present Club members will be invited to join the Club.

## ARE ALL ORGANISATIONS OFFERED A MEMBERSHIP PLACE?

As membership places are limited some organisations may not be offered a membership place. However, if your organisation is fully committed to business improvement and has similar ambitions to the Club's then it is likely your organisation will be offered a membership place (unless the demand to join is substantial). In addition, to ensuring that there is an appropriate level of commitment, the Club also considers whether potential new members will add to the diversity of the Club and whether they will bring with them some excellent business practices to share. However, the main focus is on your organisation's commitment to improve, as it is this that will be the final determinant on whether the Club will succeed in its vision.

## HOW DO POTENTIAL MEMBERS DEMONSTRATE COMMITMENT?

Primarily we are looking for senior management commitment to the following principles

- ❖ The Club's Vision, Mission and Values (see promotional brochure)
- ❖ Using the Criteria for Performance Excellence as a means for improvement
- ❖ Undertaking a yearly self-assessment against the Criteria for Performance Excellence
- ❖ Attending the Club's core meetings (three per year)
- ❖ Involvement in the Club's workgroups (benchmarking studies)
- ❖ Fulfilling an active (giving) role in the Club by sharing best practices and self-assessment findings with other members
- ❖ Sharing key learning's outside of the Club to benefit NZ organisations as a whole
- ❖ Following the Benchmarking Code of Conduct
- ❖ A long-term membership

## WHO MAKES THE FINAL DECISION ON WHETHER YOUR ORGANISATION WILL BE INVITED FOR MEMBERSHIP?

The Benchmarking Club Advisory Group consisting of the Club's director, CEO of the NZBEF, and representatives from the Club members. Note: Current members have the right to veto the membership of applicant organisations for competitive reasons. For this to occur clear evidence needs to be provided that the potential member is a direct competitor and that its membership would compromise the Benchmarking Code of Conduct.

## HOW LONG DOES THE WHOLE RECRUITMENT PROCESS TAKE?

Details of the main stages of the process and timelines are provided below:

Recruitment Stages and Key Dates	To be completed by
Expressions of interest to be received by COER	16 April
Circulation of details of potential members to the current Club members	21 April
Present Club members to notify the Club's director if they are unhappy with an organisation joining due to competitive reasons	3 May
A site visit by the Club's director (and one other) to present to your senior management team on the Club services and to discuss your organisation's aspirations and alignment of these with the Club's vision.	4 April to 4 May
NZ Benchmarking Club's Advisory Group Meeting to review the expressions of interest and agree on those organisations that should be invited to join the Club	6 May
Invitations to join the Club sent to chosen applicants	7 May
Acceptance by invited Club members	18 May
New Members Meeting	9 June
Club Core Meeting on Strategic Planning	10 June
Due date for Club Membership Fee	17 June

## HOW MUCH DOES IT COST TO JOIN?

See the Club Membership Services and Fees document for more details.