



Club Membership Services and Fees

18 May 2004 to 17 May 2005

This document specifies the New Zealand Benchmarking Club's membership services and fees.

All members are entitled to receive all of the STANDARD services upon joining (or renewal of membership). In addition, the Club offers STANDARD PLUS services on a payment basis.

The membership fee is \$8,000 + GST per annum. New members also pay a joining fee of \$2,000 + GST.

STANDARD MEMBERSHIP SERVICES	CONSULTANCY PRICE YOU MAY EXPECT TO PAY ELSEWHERE
New Members Day (for new Club Members) designed to help your organisation learn more about the Club and how to obtain the most benefit from it	\$800
One site visit per year to discuss how your organisation can increase the value it obtains from the Club (this could include a presentation to your management team)	\$1,000
2 to 3 core meetings/workshops per year including a mini-self-assessment prior to each meeting. Structured workshop provides a great opportunity for networking and sharing best practices.	\$2,400
Opportunity to gain practical knowledge on best practices by participating in up to 6 benchmarking workgroups. Participants learn from leading organisations via surveys, presentations, and site-visits. Implementation of the findings can lead to significant improvements in performance results.	\$8,000 (based on participating in two at 4,000 each)
2 x hard copy best practice reports from each benchmarking work group irrespective of participation.	\$1,000 (based on reports from two workgroups per year)
One-day training course on the Club's self-assessment process.	\$800
<p>Club's Annual Self-assessment</p> <ul style="list-style-type: none"> • Instructions on how to undertake the Club's annual self-assessment. • A tailored feedback report of your organisation's performance relative to the Criteria for Performance Excellence and to other Club members, with action planning procedure 	\$2,000 (or more if multi-site)
5 Places at the Club's premier event of the year – the Annual Business Excellence Results meeting/conference and Club dinner. This showcases the Club's best practices, and reports on the progress of Club members against the Criteria for Performance Excellence.	\$5,000 (based on 3 people)
Access for up to 10 employees to the BPIR.com - one of the world's leading benchmarking and performance improvement resources.	\$800
3-4 Benchmarking Club Advisory Group Meetings per year. These meetings give Club members the opportunity to shape the direction of the Club and the services it provides.	\$500
Informative and in-depth Club notes that will keep your organisation up to date on Club activities, networking contacts and the latest best practice research. 2 hard copies per issue, and 3 to 4 issues per year.	\$1,000
Unlimited access for all your staff to the Club's website, www.nzbc.org.nz (including up to date Club information and contact details of other members)	\$500
Discounted places at COER's events e.g. in 2004 Club members received a complimentary place at Dr Robert Camp's benchmarking workshop and discounts to the conference.	> \$1,500
Access to COER's team (access to the team, their best practice research, international experts, and organizations worldwide via COER's partners including the Global Benchmarking Network)	\$2,000
Free membership to the New Zealand Business Excellence Foundation for organisations of less than 150 employees and \$1,500 off NZBEF membership fees for larger organisations. Note all members of the New Zealand Benchmarking Club are required to be members of the NZBEF.	\$1,500
15% discount off all NZBEF services (with the exception of the NZBEF's awards application service). These discounts are on top of the standard NZBEF member discounts.	>\$500
Priority access to the NZBEF's Awards programme and the National Evaluator panel	>\$1,000
Membership of a vibrant unique Club that provides a vision/focus/motivation for organisational excellence	What price would you put on this?
Membership Fee - \$8,000+GST	PRICE ELSEWHERE >\$30,000

<p align="center">STANDARD PLUS SERVICE OPTIONS (Prices are exclusive of travel)</p>	<p align="center">FEE</p>
<p>OPTION A - Facilitated Self-Assessment Programme</p>	
<p>Facilitation of the whole self-assessment process for one business unit following COER's recommended approach tailored to your needs. This will include:</p> <ul style="list-style-type: none"> • The development of a self-assessment plan (specifying dates of meetings and actions) • Monitoring progress against the plan • Instructions on how to undertake the Club's annual self-assessment. • Facilitation of the consensus meeting • A tailored feedback report of your organisation's performance relative to the Criteria for Performance Excellence and to other Club members, including a comparison with last year's results and COER's analysis of the findings • A discussion with your organisation on the report findings • Facilitation of the action planning process and meeting • The production of a prioritised Action Plan 	<p align="center">\$1,500 +GST</p>
<p>OPTION B - Fast-track Business Excellence Programme</p>	
<p>Development, facilitation, and monitoring of your business excellence programme/strategy to deliver at least a 50 point CPE improvement year on year (may apply to one or more business units). The Programme follows 4 steps:</p> <p>Step 1 – A meeting(s) to identify your particular needs and devise a business excellence strategy/programme that delivers a significant CPE point improvement year on year</p> <p>Step 2 - Sign off of the programme that encompasses (up to 15 days of consultancy time).</p> <p>Step 3 - Implementation of the programme that includes all or some of the following:</p> <ul style="list-style-type: none"> • Tailored training/education of staff on the Criteria for Performance Excellence Instructions on how to undertake the Club's annual self-assessment. • A tailored feedback report (or reports if business units) of your organisation's performance relative to the Criteria for Performance Excellence and to other Club members (and business units), including a comparison with last year's results and COER's analysis of the findings A presentation to your organisation on the report findings • Facilitation of the action planning process and meeting • Advice on the actions required to maximise your results (and practical assistance with implementation where appropriate) • The production of a prioritised action plan • Follow up meetings and monitoring to track the implementation of actions and the results achieved (and to ensure you are obtaining the maximum value form the Club) • Presentations showing how the actions have/are impacting on your business results • Close support from COER's team providing expert advice and maintaining high levels of motivation • Tailored presentations/workshops on the findings from the Club's best practice studies <p>Step 4 – End of year review on the success of the programme.</p>	<p align="center">\$12,000 +GST</p>

<p style="text-align: center;">STANDARD PLUS SERVICE OPTIONS (Prices are exclusive of travel)</p>	<p style="text-align: center;">FEE</p>
<p>OPTION C - Benchmarking Programme</p>	
<p>Development, facilitation, and monitoring of your benchmarking programme/strategy to help your organisation improve its benchmarking capability. The Programme follows 4 steps:</p> <p>Step 1 - A meeting(s) to identify your particular needs and devise a benchmarking strategy/programme that meets your needs.</p> <p>Step 2 - Sign off of the programme that encompasses (up to 15 days of consultancy time).</p> <p>Step 3 – Implementation of the plan that includes some of the following:</p> <ul style="list-style-type: none"> • Assessment of the usefulness of your present performance measurement/ benchmarking approach and systems • Action plan on how to improve your benchmarking approach/systems • Identification of appropriate sources of benchmarking data and the collection of publicly available performance benchmarks • Desk-top research identifying best practices in requested areas • Facilitation of a best practice-benchmarking project requiring the identification of potential partners, the sharing of benchmarks, and learning from the best performers. • Comparison of your organisation's performance on common performance indicators against a database of international organisations and/or other Club members via the Benchmark Index. • Benchmarking Training <p>Step 4 – End of year review on the success of the programme.</p>	<p style="text-align: center;">\$12,000 +GST</p>
<p>OPTION D - Additional Benefits Programme</p>	
<p>This Option is suitable for larger business units or multiple business units. Changes to the Standard Membership are shown in bold.</p> <ul style="list-style-type: none"> ▪ Two site visits per year to discuss how your organisation can increase the value that it obtains from the Club (this could include a presentation to your management team) ▪ Informative and in-depth Club notes that will keep your organisation up to date on Club activities, networking contacts and the latest best practice research. 10 hard copies per issue. ▪ 10 x hard copy best practice reports from each work group irrespective of participation ▪ Unlimited access to BPIR.com for one business unit and 50% discount on BPIR membership prices for additional business units ▪ 10 places at the Club's Annual Business Excellence Results Meeting 	<p style="text-align: center;">\$5,000+GST</p>

STANDARD PLUS SERVICE OPTIONS	RATES
OPTION E – PhD Researcher On-Site	
<p>This is an opportunity to have a dedicated highly skilled person conducting practical management-based research in an area that is of direct importance to your organisation. Projects may be on Leadership, Strategic Planning, Customer and Market Focus, Measurement, Analysis, and Knowledge Management, Human Resource Focus, or Process Management. COER will work with your organisation in determining the most appropriate project that will deliver the most benefit to your organisation. COER will also supervise the project (therefore your organisation will be receiving additional expert input from COER staff) and COER will work with your organisation in recruiting an appropriate student. PhD projects are over three years.</p>	<p>\$25,000 per annum for three years</p>
OPTION F – Donation to NZ Benchmarking Club Scholarship Fund	
<p>A number of COER's PhD Research Team need assistance in terms of scholarship funds and travel expenses. At present, researchers are providing their time for free to facilitate workgroup projects and some do not have funding to undertake their PhD research and/or pay for research expenses. In recognition of the outstanding work of our researchers and to help them to dedicate more time to their research (focussing on improving NZ performance) and the New Zealand Benchmarking Club, we welcome all contributions to the NZ Benchmarking Club scholarship fund. Contributions will go directly into the scholarship fund and not be used for any other purpose. A donation of \$5,000 per annum will mean that you will be sponsoring a PhD research programme of your choice, be continually updated on the progress of the research, and be invited to attend PhD meetings.</p>	<p>\$5,000</p>
OPTION G – Sponsorship (Supporting World-Class Research)	
<p>Sponsorship can include:</p> <ul style="list-style-type: none"> ▪ Your logo/description of your organization on COER's website and the BPIR.com (accessed by 10,000's people internationally) ▪ Your logo on COER materials such as COER's Annual Benchmarking Conference flyer reaching 1,000's of NZ organisations ▪ Features on your organization in COER News (reaching 1,000's of organizations worldwide) ▪ Promotion of your organization at our seminars around NZ <p>Why sponsor?</p> <ul style="list-style-type: none"> ▪ To associate your organization with COER – an organization that continually promotes organisational excellence and performance improvement. ▪ So that other organisations are aware of your commitment to excellence ▪ To increase general awareness of your organisation throughout NZ and internationally ▪ To support organisational excellence research for the good of the New Zealand economy. <p>COER, the managers of the NZ Benchmarking Club, have established over four years an international reputation for its research and innovative services (notably through the NZ Benchmarking Club and the BPIR.com). To continue to build on this good work, COER requires private funding to support its research programmes on organisational excellence (at present there are no government funds that address this issue, initiatives such as the NZ Benchmarking Club and BPIR.com that are aimed at significantly improving the performance of NZ organizations do not qualify for current funding).</p>	<p>\$12,500 +GST</p>

¹ **NOTE - Normal club rates are priced at least 20% lower than those offered to organisations that are not members of the New Zealand Benchmarking Club.**