

ONE DAY BENCHMARKING WORKSHOP - Friday 8th December 2006 - Wellington NZ

How to do BENCHMARKING WELL

Learn and network regarding: *How to do Benchmarking to Accelerate Improvement for your Organisation* - and How NOT to do it!

Workshop Host/Venue:

Wellington. NZ. Duxton Hotel, 170 Wakefield Street

Workshop Date:

Friday 8th December, 2006

Time:

9.00am – 5.00pm

Overview:

ANTON BENC & BRUCE SEARLES – Presenters and Facilitators, Managing Partners, *Benchmarking Partnerships*

PLUS – 2 Case Studies:–

- CASE STUDY 1' -BENCHMARKS & METRICS' by BPIR.com Ltd, Dr Robin Mann, Director of the Centre for Organisational Excellence Research and BPIR.com Ltd.
- CASE STUDY 2 –'SHARING KNOWLEDGE' by South East Water Ltd - Australia, Wayne McGlone, Manager Customer Accounts

Benchmarking Partnerships:

- Owners of Australian Quality Council Benchmarking
- Appointed Benchmarking Experts, Asian Productivity Organisation (covering 18 Asian countries)
- Experience with over 80 benchmarking studies covering over 800 organisations in Australia & Asia
- Global Reach networks through partnerships / joint projects with APOC (USA), SPA (Singapore), TPAF (Fiji), BPIR.com & NZBEF (NZ), FTPI (Thailand) and the Global Benchmarking Network community

Learning Outcomes:

You will interactively learn and practice:

- Overview of Benchmarking
- What Benchmarking is – What Benchmarking is not
- How Benchmarking Benefits the Organisation
- Basic Approaches to doing Benchmarking – Key steps to do and problems to avoid
- Methodology Framework for Benchmarking
- Leading edge practices including communications, partnering, collaboration, gaining buy-in, people / training / recruitment / environment, performance benchmarks etc

Emphasis and Practical Workshopping on:

- Determining a Benchmarking Project – Topic and Scope
- Identifying Benchmarking Partners
- Identifying Best Practices
- Collecting and Analysing Benchmark Data to avoid comparing apples and oranges
- Learnings from Presentations & Case Studies
- Next Steps / Action Planning

Benefits:

- Learn from and network with the speaker and other participants in an action packed day - Harvesting B.E.S.T. PRACTICES and 'Think-tank' discussion regarding doing Benchmarking
- Participate in the 'Hands-on' learning on **How to do Benchmarking to Accelerate Improvement**
- Participate in facilitated discussion about strengths of leading practices with other delegates
- A comprehensive workshop manual is issued for all delegates
- Receive Memory Jogger Notes of the day's proceedings
- Delegate and speaker contact list provided
- Share the lessons learned, and experience through benchmarking knowledge exchange – benchmarking of benchmarking
- **Our Benchmarking Code of Conduct protects confidentiality and privacy**

PTO- Full program

Program

- 9.15AM Registration - arrival coffee / tea
- 9.30AM Welcome/ Introductions/ workshop preview /- Bruce Searles – Benchmarking Partnerships
- 9.45AM **PRESENTATION AND PLENARY DISCUSSION – Anton Benc**
- **Overview of Benchmarking**
 - **What Benchmarking Is and What Benchmarking is Not**
 - **How Benchmarking Benefits the Organisation**
 - **Basic Approaches to Carrying Out a Benchmarking Study**
 - **Methodology Framework for Benchmarking**
 - **Determining a Benchmarking Project**
- 10.30AM Morning tea / Networking
- 10.45AM **GROUP WORKSHOPPING HANDY HINTS – facilitated by Anton Benc**
- **Workshop with other participants on Determining a Benchmarking Project – Topic and Scope**
 - **What ideas came from the presentations and discussions?**
 - **What ideas are coming from other workshop participants?**
 - **Where are the opportunities for you to take action?**
 - **Identification of outstanding learning needs**
- 11.55AM **CASE STUDY 1 – ‘ BENCHMARKS, METRICS and BEST PRACTICES’ by BPIR.com Ltd, Dr Robin Mann, Director of the Centre for Organisational Excellence Research and BPIR.com Ltd. Also Chairman of the Global Benchmarking Network**
- The BPIR.com is a one-stop management/performance improvement resource that is easy to use and takes the pain out of finding relevant data. In essence the resource provides information that is not only useful to the performance improvement specialist but of interest to all those involved in managing and improving any function or process. As such the resource can play a significant role in helping your staff to benchmark processes, identify opportunities for improvement, and implement best practices.
- Robin will share the value of BPIR.com as a useful resource for benchmarks, metrics and best practices to assist in assessing and measuring your performance so that you can focus on setting targets and to learn about the best practices of the high performers enabling you to understand, adapt and improve your processes. He will also provide an overview of other benchmarking /information resources that can be used for benchmarking. The presentation will include a demonstration of the Business Performance Improvement Resource (BPIR.com)
- Robin will also share an on-line survey analysis service being jointly developed between BPIR.com and Benchmarking Partnerships.

- 12.40PM **PRESENTATIONS AND PLENARY DISCUSSION – facilitated by Anton Benc**
- 1.00PM Lunch and Networking
- 1.30PM **PRESENTATIONS AND PLENARY DISCUSSION – facilitated by Anton Benc**
- **Identifying Benchmarking Partners**
 - **Identifying Best Practices**
 - **Collecting and Analysing Benchmark Data**
- 2.15PM **CASE STUDY 2 –‘SHARING KNOWLEDGE’ by SOUTH EAST WATER LIMITED- Australia. Wayne McGlone, Manager Customer Accounts. South East Water is an Australian Business Excellence Award Gold winning organisation.** Wayne will describe how benchmarking has enabled the organisation to learn and compare benchmarks and practices to accelerate improvement towards Business Excellence. In particular Wayne will share the Customer Contact Centre benchmarking process and experience over the last 5 years, highlighting the critical steps, the challenges faced and the outcomes/benefits. Wayne will also touch on the benchmark analysis and results which baselined South East Water to recognise and prioritise their opportunities to target and learn from partners with strengths, to significantly engage staff and improve business performance.
- 3.00PM Coffee and Networking
- 3.20PM **GROUP WORKSHOPPING – facilitated by Anton Benc**
- **Workshop with other participants on design of Benchmark data collection instruments and determining Benchmarking Partners and Best Practices**
 - **What ideas came from the presentations and discussions?**
 - **What ideas are coming from other workshop participants?**
 - **Where are the opportunities for you to take action?**
 - **Sharing of results between groups**
- 3.50PM **PRESENTATIONS AND PLENARY DISCUSSION – facilitated by Anton Benc**
- 4.00PM **NEXT STEPS / ACTION PLANNING – SHARING OF LEARNINGS – Facilitated by Anton Benc**
- 4.30pm Close and transport co-ordination to airports