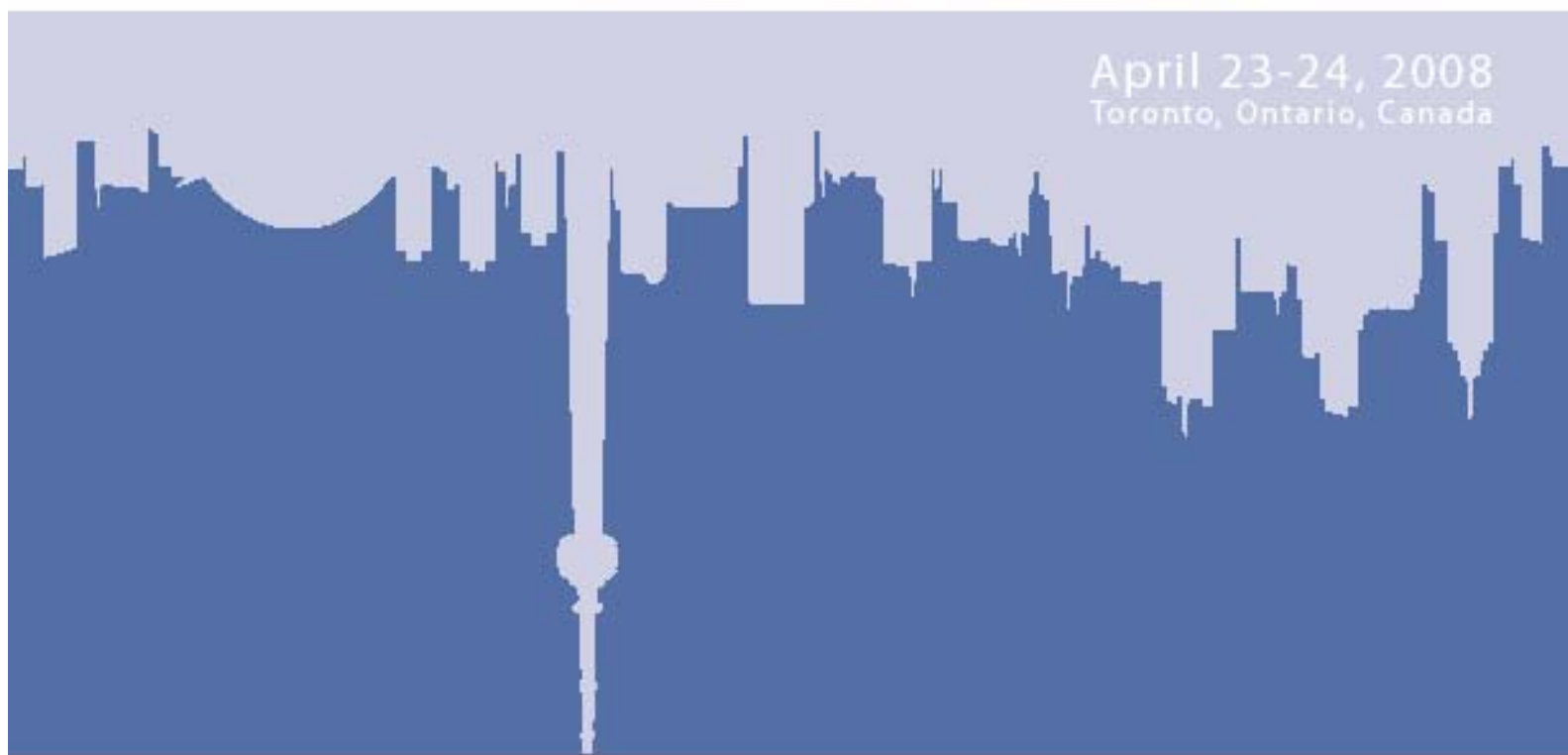




International Benchmarking Conference

April 23-24, 2008
Toronto, Ontario, Canada

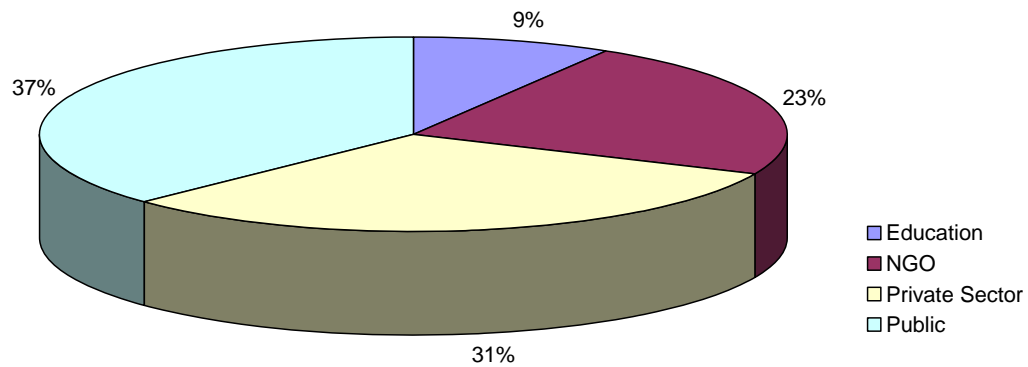


SURVEY REPORT

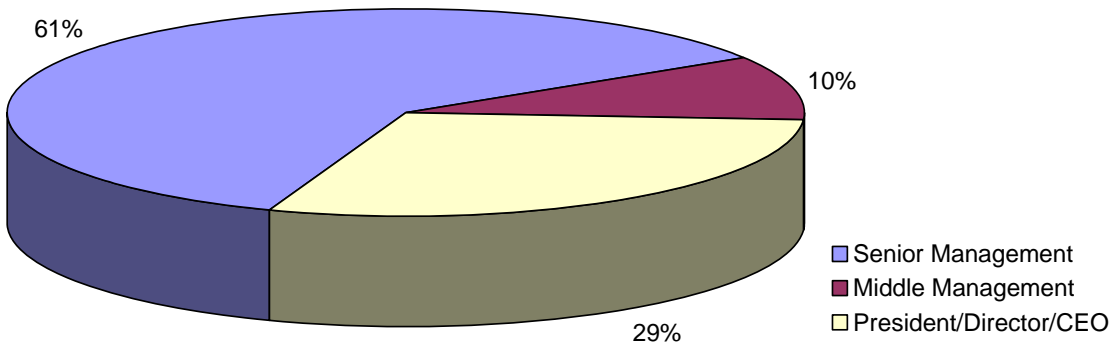
INTERNATIONAL BENCHMARKING CONFERENCE April 23-24, 2008 SURVEY RESULTS

Number of Participants: 128

Participants by sector:



Participants by position:



INTERNATIONAL BENCHMARKING CONFERENCE

April 23-24, 2008 SURVEY RESULTS

Presentations

Very Poor	Poor	Neither	Good	Very Good	Total
0	2	7	30	30	69
0%	4%	10%	43%	43%	100%

69 Surveys: **86%** rated Very Good/Good

Timeliness- running to schedule

Very Poor	Poor	Neither	Good	Very Good	Total
0	0	4	15	52	71
0%	0%	6%	21%	73%	100%

71 Surveys: **94%** rated Very Good/Good

Facilitation generally of the Workshop

Very Poor	Poor	Neither	Good	Very Good	Total
0	1	3	29	32	65
0%	2%	4%	45%	49%	100%

65 Surveys: **94%** rated Very Good/Good

Catering

Very Poor	Poor	Neither	Good	Very Good	Total
0	7	5	41	19	72
0%	10%	7%	57%	26%	100%

72 Surveys: **83%** rated Very Good/Good

Group discussions/activities

Very Poor	Poor	Neither	Good	Very Good	Total
2	6	20	33	10	71
3%	9%	28%	46%	14%	100%

71 Surveys: **60%** rated Very Good/Good

Ability for you to formulate action plans

Very Poor	Poor	Neither	Good	Very Good	Total
0	3	17	30	19	69
0%	4%	25%	43%	28%	100%

69 Surveys: **71%** rated Very Good/Good

Value of learning for your business

Very Poor	Poor	Neither	Good	Very Good	Total
0	0	5	31	32	68
0%	0%	7%	46%	47%	100%

68 Surveys: **93%** rated Very Good/Good

Value of learning for you

Very Poor	Poor	Neither	Good	Very Good	Total
0	0	8	29	36	73
0%	0%	11%	40%	49%	100%

73 Surveys: **89%** rated Very Good/Good

Opportunity for networking

Very Poor	Poor	Neither	Good	Very Good	Total
0	0	8	41	24	73
0%	0%	11%	56%	33%	100%

73 Surveys: **89%** rated Very Good/Good

OVERALL RATING FOR THIS WORKSHOP

Very Poor	Poor	Neither	Good	Very Good	Total
0	0	6	35	30	71
0%	0%	9%	49%	42%	100%

71 Surveys: **91%** rated Very Good/Good

Would you recommend a similar Benchmarking Workshop to others?

YES **81%** Unsure **19%** NO **0%**

Comments on the Benchmarking Workshop:

STRENGTHS

- *Dr. Camp was excellent; Bruce etc.*
- *Facilities excellent; materials/binder useful*
- *Presentations varied in quality; use more practical examples*
- *Reinforced what we're already doing and what we need to do to take it to the next level; great ideas from all speakers that can be used locally.*
- *Dr. Camp was excellent; Red Cross had good value*
- *Great networking; cross industries and sector participation*
- *Variety of presenters; international perspective*
- *1) Putting learning into action - hands on workshops 2) presentations - covered the subject to ensure good understanding 3) I learned something from each presentation!*
- *Depth of knowledge of presenters was excellent as it always is at NQI Training events. ___ of conference was optimal for meaningful networking.*
- *Dr. Kohl's presentation - especially on the 2nd day - was fantastic!*
- *Best practice presentations.*
- *Excellent networking; Good presentations.*
- *Room was nice and spacious although not ideal for break out groups; International speakers*
- *Speakers' depth of knowledge; participant comment; learning opportunity*
- *Facilities excellent; Materials / binder useful*
- *Great presentations, for the most part...*
- *Food! Experience of speakers*
- *Learning from Industries completely different from ours; international experiences shared*
- *Excellent Diversity / International flavor*
- *Day 2 was very practical + helpful*
- *Great expert presenters - Well done!*
- *Good to hear messages from multiple experts - consistency in our challenges + approaches for BM.*
- *Expert knowledge of speakers*
- *Good presentation; diversity of individuals attending the conference*
- *Exercises very helpful for practical application*
- *Well organized; Good content generally*
- *Knowledge, skills, experience of the presenters; Research / outcomes to support benchmarking journey from the presenters*
- *Excellent over all/*
- *Participants (worldwide exposure); group participation*
- *Very impressive / dramatic venue that is also very practical for the meeting / presentation portion of the conference*
- *Quality of presenters/ speakers; on time; Nice venue; excellent food*
- *Great sources of knowledge; excellent tool sources*
- *Nice to have experts as the speakers*
- *Speakers were well chosen and interesting*
- *Good speakers; good venue*
- *Great opportunities for learning and exchanging ideas on benchmarking*
- *Informative, available experts; comfortable seating and good sound system*
- *Volume and variety of information exposure to network opportunities*

- *Content; resources for benchmark data*
- *Variety of speakers; workshops; Carleton university: clear and adaptable example*
- *Open: informal to question; information provided was applicable and "ground level" view of benchmarking*
- *Diverse presentation; some presentations too "high level"*
- *Very professional! Excellent content! The best I've attended! Good opportunity for networking. City hall - Great venue!*
- *All speakers were excellent.*
- *Quality of speakers*
- *Good variety of examples + good presentations*
- *Quality presenters; Good information; Love the case studies (Xerox) and last lecture*
- *Benchmarking basics discussed; very comprehensively in many presentations; Dr. Kohl. A. Shaw, best speakers*
- *Very knowledgeable presenters; motivated participants; very good quality of materials; availability of presenters to talk.*
- *Bruce Searles, best speaker*
- *Bruce Searles, Holgan Kohl, and Carlton University were excellent presenters with valuable information; Stephen Shaw provided excellent information, and Narin Kapoor also excellent presenter*
- *Expert presenters; the venue was fantastic; good reference material in binders*
- *Providing specific information on how to benchmark- what to avoid (choice cost/indicators; information on tools/website; presentations from different cultures/countries*
- *Excellent networking. Good presentations.*
- *Dr. Navir Kapoor's participation. Dr. Kohl's presentation ; case studies presentations were great.*
- *Very stimulating - wide variety of perspective*
- *Great quality info! Power packed; stimulating*
- *Networking; experiences of presenters; enthusiasm for benchmarking*
- *Excellent opportunity for networking; suggest a 2 day course on BM after of before the course done very successfully with other organizations DBIA*
- *Nice mix of presentations and activities; thanks for providing slides on web; good to have open mikes - so you could identify people with similar issues*
- *Excellent venue; good theoretical base for benchmarking novice; valuable take away learning and contacts*
- *See presentations aligned and built on each other*
- *Expert knowledge of speakers, some key pts of BM brought out*
- *Sound principles well explained; networking revealed benchmarking opportunities.*

OPPORTUNITIES

- *Advanced and beginner stream of workshops/resent.; expected more connection of presentations to NQI Criteria with examples of BP; next time have a link- there seemed to be little connection obvious to NQI.*
- *Highlight differences public vs private sector; how to do mini-benchmarking when getting dedicated resources is an issue*
- *Change order of presentations - Steve on Day 1; tie in Benchmarking more to NQI philosophy/framework; improve facilities for break-out sessions: rooms/areas*
- *Presentations very mixed ranging from poor to very good; have sector specific network/workshop opportunity; have individuals come prepared with a topic if you want to do workshopping - without tools at hand challenge to develop meaningful examples*
- *Location challenging especially since you couldn't drink H2O; not conducive for small group work*
- *Availability of handouts can be explained better*
- *More activity to allow people to get up and move around; the room for the conference seemed to be a challenge*
- *Catering - please include plates! Facilities could have been more conducive to a conference especially for group discussion. Have picture on days when more people are present.*
- *I HATE it when presenters read their slides. One of yours did so.*
- *More for organizations not as far along on benchmarking; more clarity for instructions around group activities; breakout sessions for group workshops*
- *Less slides / pages in book - very difficult to read for future reference / knowledge sharing; Ensure all slides included - going to website + downloading is not always good; Ensure sufficient handouts for all attendants, extras for colleagues back @ office would also be recommended*
- *Visuals, hand-outs, etc (should be readable!)*
- *Better workshop ideas and networking opportunities; Work shopping should ½ hour in length*
- *More "how to's" on information*
- *Networking opportunities set up in the evening of first day; Assessment by others not relevant as language is different in agency vs. company*
- *Enhance CBFEE with a broader focus on benchmarking and align with process management; increase interactive aspect*
- *1) Did not particularly like venue - not conducive for group dynamics. 2) Breakfast was "wanting," some protein would be good (ex. Cheese), different / less sweet breads, + PLATES! 3) days too long, breaks 15 mins is too short. 4) diff order in presentations/ 5) table seating lay-out allows better interactive discussion and workshops.*
- *Reduce lunch duration + finish earlier.*
- *Presentations were at a high level - nice to get into more details of how to benchmark (though the hands on activities did help here)*
- *Contact details of panel; Few presentation materials were missing; Font of PowerPoint presentation too small (will be corrected)*
- *Lunch time should be shorter and lighter meal*
- *Slide handouts too small*

- *Handouts - bigger fonts, such that we can use for future reference and follow during the sessions*
- *The slides too small*
- *Improve handouts (less slides per pg); ensure all speaker handouts are included in binder*
- *The floor separation to the break area caused some people a strain to climb the stairs; Thought the stroll was nice (since the weather was nice) the lunch break need not have been so long if the place where lunch was held was not so far away*
- *Those slides are hardly able to be read! Presentation material in binders for all presentations. Shorter lunch.*
- *Slides unusable / too small*
- *The panel discussion was really valuable but too short...*
- *Group activities / action plans did not have enough structure / direction*
- *More International participants; More Manufacturing participants; Quick reference guide on benchmarking; more information on Culture - how to study and how to adjust a culture*
- *Moved slightly too quickly; spend more time on examples present CP*
- *Could be more lively*
- *More practical (how to) and less rhetorical; More workshops*
- *Need for more practical takeaways; need for additional workshop sessions*
- *Venue*
- *Have some case studies (even in the written form) of public sector - health care*
- *More direction - better explanation of workshops conducted throughout seminar*
- *Slides could look more professional; Presentation + Group workshop could be better facilitated. Get a pro?*
- *Able to outline benchmarking as a discipline; Increased ability to promote benchmarking*
- *Holger Kohhl too technical; Need to have all slides available in binder. Venue not conducive to workshop setting*
- *Identify major industries on a board (with participants) as seek person to whom to get together for discussion / activities for SAME INDUSTRIES; provide all presentations beforehand*
- *More hands-on workshop style. Some presentations too academic; have slides available + have them readable*
- *Lunch time should be shorter and lighter meal*
- *The floor separation to the break area caused some people a strain to climb the stairs; though the stroll was nice (since the weather was nice) the lunch break need not have been so long if the place where lunch was held was not so far away*
- *Presentation material in binders for all presentations; shorter lunch*
- *Slides unusable/too small*
- *Facilities interesting but awkward/not comfortable*
- *The panel discussion was really valuable but too short*
- *Presentations and Group workshop could be better facilitated. Get a pro?*
- *Guidelines were unclear. Ex: What B scope? I.e. The exercises*
- *More workshops/discussions/exchanges among delegates!*

- *Use of some offensive language 'rule of thumb'; some presenters not dynamic - do not do justice to their material*
- *Set up is good - can be improved by using round table of 5 each - to encourage group work.*
- *More clear instructions for activities e.g. as a separate section in workbook-as the take-away section to bring back; I would have like to identify others and network with; could use electronic method e.g. survey to consolidated group - identify similarities or potential BM partners.*
- *Quality of presentations inconsistent according to presenters*
- *Venue where everyone can be comfortable*
- *Moved too quickly through a lot of material*
- *Knowing more about some attendees will allow further benchmarking opportunities.*

Any comments we could use to encourage others to participate in future similar benchmarking workshops?

- *Allow for networking within sectors - ex municipal*
- *Less detail in the presentations regarding the specific benchmarking activities - make it more generic; structure the break-out sessions differently - 'teams' (larger) each to report; shorten the day; start @ 9 end @ ; was too much to absorb in a relatively short time.*
- *Day is a little too long - difficult to absorb information after 8-9 hours; tighter schedule use less workshop; self evaluation exercises and focus on content learning*
- *Some to the content was repetitive; slides in binder were extremely small*
- *I am representing a very small and unique organization. I look forward to initiating the journey and trust I can link with partners and will require mentoring and an external champion.*
- *Thank you!*
- *Encourage organizations to send more than one person for group activities*
- *The group activities needs more co-ordination*
- *Public Gallery of City Hall Not ideal for such a conference*
- *Catering - hotel meals VG / coffee breaks!*
- *Catering was poor due to no drinks allowed in the conference room*
- *Greater variety / options for sessions*
- *More tools / reference material*
- *Dinner should be on the first night*
- *Typically, our organization benchmarks within our own industry and I really valued the concept of benchmarking outside of our industry*
- *BPIR presentation did not add value*
- *I'd like to hear more about intellectual capital*
- *More on the processes and best practices of benchmarking and less on the results of individual benchmarking studies*
- *Although the venue was fabulous, it was not conducive to group work and therefore the benchmarking exercise was not really effective. It was good to get the thought process started...*
- *Alan as M.C. - to help our guest presenters a) in case we want them to return b) to encourage others to participate - please do not publicly embarrass hem i.e. - Cdn flag omission or please rescue them if they are either ill or floundering i.e. Steve BPIR not leave them hanging.*
- *It would be useful to outline more the purpose and benefits of the workshop sessions.*
- *Should rate individual presenters.*
- *Handouts could be better - the ones provided are not legible; Job title was incorrect; ensure participant info are current. Contact #'s not included; Improve on moderating Q & A. Speaker cannot see all the raising hands for questions; Room not suitable for classroom/learning-acknowledge presentations. No breakout rooms; plates for fruits*
- *Subsequent conferences may be more useful paper could be solicited from participants 4-6 months ahead of conference. These papers may focus on how specific benchmarking challenges were addressed in practical situations/work environments.*

- *See opportunities (Workshops); workshops recognized by NQI CEP.*
- *Will provide valuable insight...and stimulate a real paradigm shift in the 'value' of benchmarking from both tangible (i.e. financial) and intangible (employee engagement, staff motivation).*
- *Use testimonials; list past attendees; promote networking opportunities; learn from others; highlight presenters as industry best practice leaders; provide tools-models, success stories, tips.*
- *Great job, NQI!*
- *I really enjoyed the workshop and feel I will be able to transfer the knowledge to my workplace.*
- *Maybe deliver these types of sessions at different level (beginner, intermediate, experts) like building blocks*
- *More on processes and best practices of benchmarking and less on the results of individual benchmarking studies.*
- *NOTE: multiple answers are given for survey for some questions (e.g. such as presentations) because there was not one level of performance for all cases.*
- *BPIR presentation did not add value, tool looked interesting; I like to hear more about intellectual capital.*
- *The group activities needed more co-ordination; Public Gallery of City Hall not ideal for such a conference.*
- *Encourage organizations to send more than one person for group activities.*
- *Workshop not organized well, where limited to company groups. Some groups size varied from 1 - 20. Should have been organized as a mix of companies/groups.*
- *Bit more upfront promotion of the speakers and topics; prework to gather pressing issues that keep the boss up at night.*
- *Cost a little high for public service organization; 1 day workshops; promote the benefit of tools - take aways (save internal resources); link to non-profit - keep sell the*
- *Air dry - for no water.*
- *Send out some guidelines in advance to prepare to participate in the exercises ie 'what to bring' (areas you'd like to address in your organization); (may only apply to those who are at the introductory stage).*
- *While I enjoyed the venue it was not the most suitable for group discussion.*
- *More dynamic presentations; choose a venue where we can bring coffee to the room - an airport hotel? Choose a venue that has web access if you ___?___ to present it.*
- *Very stimulating conference.*
- *Don't be afraid if you have not started benchmarking - all levels can benefit; Thank you! Great conference/workshop!*
- *Add tap water (save plastic!)*
- *1. Consider dividing workshop content - Basic (theory), Intermediate (those with benchmarking experience), Advanced (those with benchmarking projects that won awards, other noteworthy recognition) 2. Discussion re areas to focus on in analyzing the 'workplace culture'*
- *Take one business case all the way through.*
- *Obtain some testimonials from attendees.*