

GBNewsletter

– No. 1, Fall/Winter 2003



Berlin, Nov. 21st 2003

Dear GBN-Members,

today the GBN-Secretariat presents the first issue of the GBNewsletter.

We hope that the GBNewsletter will serve as a communication means and an information pool. It shall foster contact between the individual members by continuously exchanging information – on the GBN network as well as on the members activities. The GBNewsletter is supposed to be a platform to which all members can contribute.

All members shall have the opportunity to publish information on their own benchmarking activities, project intentions, best practices etc. As more and more issues are going to appear in the future, we hope that more contributions can be included in the GBNewsletter and that transparency between the members will increase. We thank all who have contributed to this first issue by providing various information. Feedback is welcome as we will improve the layout and content continuously.

Enjoy reading and happy benchmarking!

Robert Schindler
GBN Secretariat

Benchmarking Events, Conferences etc.



Short Report from TQM Conference in Dubai

Over 200 people attended the World Quality Congress in Dubai. Terry Pilcher presented on the Benchmark Index and Robin Mann presented on the New Zealand Benchmarking Club and the BPIR.com. The GBN was specifically promoted. It is likely that as a result of Terry's and Robin's promotional work at least one new country will join the GBN (the likelihood is that the United Arab Emirates will join over the next year).

For more information click <http://www.world-congress.ae/> or contact Terry Pilcher at terry.pilcher@sbs.gsi.gov.uk or R.S.Mann@massey.ac.nz



Conference: Global Developments in Water Industry Performance Benchmarking in Perth, Australia

This international conference held from 29th September to 2nd October 2003 in Perth Australia was dedicated to performance benchmarking within the Water Industry. Worldwide the range of benchmarking tools, techniques, methods, perspectives and approaches is substantial with

many highly significant benchmarking developments taking place in respect of network industries, particularly the water industry. The conference aimed at drawing together these global developments and to reach consensus on future water industry benchmarking developments. The GBN was represented by Pieter van Schalkwyk who gave a keynote speech on Benchmarking Water Safety & Infrastructure Security.

Further information can be accessed via <http://www.benchmarkingwater.wa.gov.au/> or you contact Pieter van Schalkwyk at pieter@bensa.co.za.

GBN-Membership

New members / Changes in membership:

- GBN has been able to gain a new member. We welcome The Benchmarking Club / Business International of Italy to the GBN (contact: Chiara Narcisi, mail: c.narcisi@businessinternational.it, tel.: +39 (0) 6 84541229.
- Also, negotiations are currently under way with HERZEN STATE PEDAGOGICAL UNIVERSITY of Russia and RWTÜV of Poland. The Polish partner wishes to join at the beginning of next year.
- Unfortunately the GBN Secretariat must confirm that IAQT-Mexico has left the Global Benchmarking Network. Same is true for our Spanish partner who is still featured in the 2003/04 brochure. The GBN Chairman is already looking for new partners in these countries. If you can provide Peter Heisig with any contact details of potential partners please write to: gbn@ipk.fhg.de.

The Best Practice Institute (USA) has moved to:



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GBN-Members Activities



Czech Society for Quality

At present we are preparing a benchmarking project for the automotive industry suppliers ("Benchmarking in the Automotive Industry"). At the moment the whole project is in the planning phase and therefore we would provide further information later.

In 2003, CSQ decided to continue the work of the preceding years and to improve the software enabling collection of information from benchmarking partners and subsequently, to enable the users to enter an online connection and look up data according to a given task. Thus each user can immediately get a basic picture of his position and of the positions of the other ones. The database is based on questionnaires following the Model of Excellence and CSQ gained the aim and today the database called Electronic Data Archive (EDA) provides 18 questionnaires. EDA can be accessed on www.benchmarking.cz.

On 23 September 2003 a conference has been held in Ostrava concerning subject "Creation of national benchmarking network". The main conference agenda item was initiation of the National Benchmarking Network (NBS) launching. Through this the conditions for systematic comparison of organisations in industry and services would be created with aim to ensure growth of the Czech companies and non-profit organisations competitiveness and to develop co-operation with the state administration bodies. Main benchmarking activities in the Czech republic should be linked up within the NBS. Initiators expect achieving of bigger synergy effect from the NBS creation.

The Czech Society for Quality as national partner organisation of the European Foundation for Quality Management (EFQM) would like to undertake the role of an umbrella organisation. Within this project the CSQ intends to address and offer co-operation to all subjects professionally dealing with benchmarking and the clients of which are using assessment according to the EFQM principles (EM – Excellence Model, CAF – The Common Assessment Framework). Currently the negotiations with an agency for foreign investments (CzechInvest) are in progress on possibilities to raise financial means for this project.

For further information please contact Milan Trcka at:
mtrcka@qualimate.cz



Institut du Benchmarking

At the Institut du Benchmarking 3 new benchmarking groups are being launched. Each of them gathers around 10 companies and is being led by

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a group of 3 persons, one company representative, one consultant and a university representative.

Coaching Performance:

The objective of this group is to gather a set of good practices to assess the overall coaching process performance, starting from needs, requested qualification, implementation and find results assessment.

Shared Service Centres:

The objective of the benchmarking group is to find out how to improve quality and performance of shared service centres for finance and administration functions.

Sustainable Development: How to manage the global performance.

Group objectives are to find good practices enabling sustainable development integration in companies and perform a benchmark on monitoring the sustainable development global performance.

For further information please contact Jacques Errard at:

institut_benchmarking@compuserve.com.



Information Centre Benchmarking (ICB)

Beside the continuous improvement and application of our process benchmarking tools in private and public companies IZB was heavily engaged in the development of benchmarking methods to compare innovation systems in developing countries and newly industrialized countries, like Indonesia, Vietnam and Serbia-Montenegro. The main objective of these methods is to gain information in order to strengthen the science, research and technology landscape. Furthermore the methods aim to establish ways how innovation and technology policy can support the decentralization processes effectively and how an efficient technology transfer of R&D results between research institutions and small and medium sized enterprises can be facilitated.

With this "new" benchmarking approach, IZB developed its first benchmarking method for comparing framework conditions among countries. The book "Innovation in Indonesia - Assessment of the National Innovation System and approaches for Improvement", which has been published recently gives an insight into the developed and applied benchmarking methods.

The overall situation at IZB can be described as very satisfactorily. We were able to acquire very interesting new projects for the upcoming years and could also increase the number of companies which are partners of the IZB.

For further information please contact Holger Kohl at:

holger.kohl@ipk.fhg.de



Public Sector Benchmarking Service (PSBS)

The Public Sector Benchmarking Service, in collaboration with the Department of Trade and Industry, have introduced a Benchmark Health check facility for the public sector. The Health check allows members to compare 18 key ratios and a number of quality indicators.

According to PSBS the hottest topic at the moment is the Balanced Scorecard. Comparators and information regarding good practice in the use of this performance improvement tool outstrip all other requests.

PSBS News: The latest edition of the PSBS News was issued last week and copies sent to all GBN members, although there may be a little delay due to a postal strike in the UK. This edition includes an article by Nikhil Trebhooonun entitled 'Making Mauritius Muda-Free'.

Events: In association with The London Business Forum, the PSBS is inviting members to an audience with Don Peppers', the world's leading Guru on Customer relationship management on 22 January 2004 - 5.30pm until 8.30pm - Central London. For PSBS members there is a reduced rate of £ 60+ vat (£ 70.50) which includes a copy of 'The One to One Manager: Real-world Lessons in Customer Relationship Management'. To take advantage of this offer contact: Brendan Barnes Tel: 0207 626 9001. Please ensure you inform him that you are a member or are associated with the PSBS.

For further information please contact Barbara Topping:

barbara.topping@hmce.gsi.gov.uk



TECTEM Benchmarking Center

According to TECTEM Benchmarking activities seem to pick up after time of restricted project activities in industry and services. Benchmarking is accepted as valuable tool to learn from others instead of long and cumbersome self-study. TECTEM has finished Benchmarking Projects in 2002/2003 concerning *Managing Co-operations successfully, Strategic Planning Excellence, Collaborative Supply Chain Management and Key Processes in Retailing Business*.

Currently Benchmarking Projects on topics such as *Strategy Technology Management: Globalisation and Market Orientation of R&D, Service Management: Setting Up Services to Make Customer Relationships Profitable, Producing and Marketing Online Information Services and Operational Excellence in Pharmaceutical Production Processes*.

Business is running so well that TECTEM was able to hire new staff. Also a restructuring of its business model and organisation is under way.

For further information please contact Ulrike Huetter:

ulrike.huetter@unisg.ch



The Best Practice Institute (BPI)

The Best Practice Institute is currently working with Cornell University, alma mater, on an unit review process that requires an external assessment (benchmarking).

According to Bob Camp, while unconfirmed by any substantive data, the topic of risk analysis is becoming a BM topic of some interest.

For further information please contact Bob Camp: rcampbpi@att.net

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