

ICB, Germany/COER, New Zealand  
June 2005

Dear GBN Members,

today we present the third issue of the GBNewsletter.

According to the suggestions from our last meeting in Berlin, this issue provides much more information on places and dates of meetings and conferences in different countries, e.g.

- Upcoming Conferences and Events in 2005/2006
- 14<sup>th</sup> Annual General Meeting of the GBN
- Benchmarking Forum 2005

Our next Annual General Meeting will be held in Prague on the 16<sup>th</sup> and 17<sup>th</sup> September. This year the meeting is linked to the Benchmarking Forum 2005 on the 14<sup>th</sup> and 15<sup>th</sup> September. Please contact Milan Trcka to confirm your attendance and if you wish to present a paper at the Benchmarking Forum by the **1<sup>st</sup> August**. Also, please contact Robin Mann by the **27<sup>th</sup> June** if you wish to present a paper at the AGM.

Currently there are several organisations from different countries who have shown their interest in joining the GBN. Among other things you can read more about this in the GBN membership section of this issue.

Since February 2005 all GBN Members have free access to the BPIR.com. Therefore please have a look at the brief overview which describes the key features and advantages of this innovative resource. And finally, this edition outlines some new features of the GBN website.

We thank all members who have contributed to this issue of the GBNewsletter.

Enjoy reading and happy benchmarking!



Robin Mann  
GBN Chairman



Ronald Orth  
GBN Secretariat

## Upcoming Conferences and Events in 2005/2006



### ASQ World Conference on Quality and Improvement 16<sup>th</sup> -18<sup>th</sup> May 2005, Seattle (USA)

The ASQ World Conference on Quality and Improvement, formerly the Annual Quality Congress (AQC) will take place in Seattle, Washington (USA).

Further Information can be accessed via <http://wcqi.asq.org>



Member of the GBN



### 1<sup>st</sup> Russian Conference on "Benchmarking as the base of company's competitiveness", 24<sup>th</sup>-25<sup>th</sup> June 2005, Cheboksary (Chuvash Republic)

The conference will address benchmarking methods and principles in Russia. Among the spokesmen of the Conference there will be the ex-president of ASQ Gregory Watson and the World Bank expert Gheorghe Efros.

For further information contact Yury Samoylov at [usamoylov@mirq.ru](mailto:usamoylov@mirq.ru)



### 10<sup>th</sup> World Congress for Total Quality Management 22<sup>nd</sup> – 24<sup>th</sup> August 2005, Winnipeg (Canada)

The theme of the 10<sup>th</sup> World Congress for TQM is: *Quality into the 21st Century... Leadership, Innovation and Corporate Governance*. The Winnipeg conference will be held in the Fort Garry campus of the University of Manitoba.

Further Information can be accessed via [www.world-congress.ae](http://www.world-congress.ae)



Member of the GBN



### Benchmarking Forum 2005, 14<sup>th</sup> -17<sup>th</sup> September 2005, Ostrava, Novy Jicin, Prague (Czech Republic)

Benchmarking Forum 2005 is composed of:

2nd National Benchmarking Conference (14<sup>th</sup> September, Ostrava)

GBN Automotive Sharing Day (15<sup>th</sup> September, Ostrava and Novy Jicin)

GBN Meeting (14. Annual General Meeting, 16<sup>th</sup> -17<sup>th</sup> September, Prague)



Ambra Human Resource Agency, s.r.o.



National Benchmarking Conference is prepared for private and public organisations. It has been organised by companies Czech Society for Quality, HRA Ltd. and HM Partners Ltd.

The theme of the Conference is: *Benchmarking for Automotive, Methods and tools in benchmarking, Benchmarking in Public Administration*

Further Information can be accessed via [www.csq.cz](http://www.csq.cz)



### Benchmarking Conference "Benchmarking 2005", 22<sup>nd</sup> September 2005, Warsaw (Poland)



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The 1<sup>st</sup> International Benchmarking Conference will be hosted by the Polish Benchmarking Centre: CBM Polska worked by RWTÜV Polska. The conference programme consists of the following three topics:

- Process Benchmarking Projects – the benchmarking practice in companies from different sectors
- Benchmark Index – the tool for small and medium sized enterprises
- International Benchmarking Projects – exchange of experiences

All GBN members are welcome! Further information can be accessed via [www.benchmarking.com.pl](http://www.benchmarking.com.pl) or please contact Ewa Czyz-Gwiazda at [e.cyz@benchmarking.com.pl](mailto:e.cyz@benchmarking.com.pl).



### EFQM Forum 2005, 3<sup>rd</sup> -5<sup>th</sup> October 2005, Cardiff (Wales)

The Cardiff 2005 programme will address the specific challenges of "*What next for European Business?*" Therefore the focus will be on the key challenges facing European Business over the next five to ten years. Attendees should be equipped with the tools and the information needed to take on the challenges of the new global competition.

Further information can be accessed via [www.efqmforum.org](http://www.efqmforum.org)



Member of the GBN



### Benchmarking Conference 2005, 10<sup>th</sup> - 11<sup>th</sup> November 2005, Berlin (Germany)

Benchmarking for Small and Medium Enterprises is the main topic of "Benchmarking Conference 2005" which will be hosted by the Information Centre Benchmarking at Fraunhofer IPK.

Further information can be accessed via [www.benchmarking.fhg.de](http://www.benchmarking.fhg.de) or contact Holger Kohl at [holger.kohl@ipk.fraunhofer.de](mailto:holger.kohl@ipk.fraunhofer.de)



### 11<sup>th</sup> World Congress for Total Quality Management November/December 2006, Auckland (New Zealand)

To be hosted by the Centre for Organisational Excellence Research. All GBN members are welcome! Further Information can be obtained from Dr Robin Mann, [r.s.mann@massey.ac.nz](mailto:r.s.mann@massey.ac.nz)

## Annual General Meeting



### **14<sup>th</sup> Annual General Meeting of the Global Benchmarking Network, Prague (Czech Republic) – 16<sup>th</sup> and 17<sup>th</sup> September 2005**



The Czech Society for Quality will host the 14<sup>th</sup> AGM of the Global Benchmarking Network. Please let Milan Trcka know by **1<sup>st</sup> August** if you will be attending the AGM (on the 16<sup>th</sup> and 17<sup>th</sup> September) and the Benchmarking Forum (14<sup>th</sup> and 15<sup>th</sup> September). The Benchmarking Forum will provide a good opportunity to find out more about benchmarking in the Czech Republic. Information on the Forum is in the next section.

A draft AGM Agenda will be available by early July. It will follow the successful format used in 2004 with some modifications. Of note is that particular sessions will be arranged on key issues of concern to us all (most of these were identified and briefly discussed at the meeting in Berlin). We will make sure that adequate time is spent on these and action plans are developed. **Indeed, the key focus of this meeting will be to identify actions to implement that will make a significant contribution to the success of the GBN, GBN members, and the benchmarking community as a whole.**

Particular sessions that are likely to be on the Agenda are:

- Obtaining funding for international projects (e.g. via the World Bank/European Commission) – how can this be achieved?
- Review of current best practice / benchmarking databases – do these meet the GBN's needs or is something else required?
- Proposal for a new business model for the GBN – what model would serve the GBN best in terms of providing GBN services and increasing GBN membership worldwide?
- Roundtable discussion enabling representatives from CzechInvest and government ministries to question the GBN's panel of experts

If you have a suggestion for an item or a session that you would like to be included in the AGM then please inform Robin Mann by **27<sup>th</sup> June**. Also, similar to last year, we are inviting GBN members to present a paper to the other GBN members. If you have a paper that you would like to present on benchmarking that will be of interest to other members please inform Robin Mann by **27<sup>th</sup> June**.

Also, we will keep the Agenda relatively flexible so that at the meeting itself we can add at least one other major topic for discussion as necessary.

See you all soon, Robin Mann r.s.mann@massey.ac.nz.

**14<sup>th</sup> AGM Venue:** TOP HOTEL Praha  
Blažimská 1781/4 • 149 00 Prague 4 – Chodov • Czech Republic  
Email: public@tophotel.cz

## Benchmarking Forum 2005



### **Benchmarking Forum 2005, Ostrava (Czech Republic) – 14<sup>th</sup> and 15<sup>th</sup> September 2005**

The Czech Society for Quality with her partners (Ahra s.r.o. (Ltd.) and HM Partners s.r.o. (Ltd.)) has organised a Benchmarking Forum 2005. This consists of the 2nd National Benchmarking Conference (14<sup>th</sup> September 2005, Ostrava) and a GBN Sharing Day (15<sup>th</sup> September, Ostrava and Novy Jicin).



### **2nd National Benchmarking conference (14<sup>th</sup> September 2005, Ostrava)**

- Two-year work results of the National Benchmarking Network (NBN) partners managed by National Benchmarking Centre (NBC) – professional group of the Czech Society for Quality (CSQ) Prague.
- Prepared for professional and public.
- On the plenary session “Common Interest Day” of this Conference the benchmarking application by foreign partners from GBN will be presented and experience of successful GBN national benchmarking projects will be offered.
- **Negotiations in sections will present:**
  - Methods and tools (working with benchmarking databases)
  - Automotive section (process and product benchmarking)
  - Benchmarking in public administration (municipal authorities – the CSQ projects)

### **GBN Automotive Sharing Day (15<sup>th</sup> September 2005, Ostrava and Novy Jicin)**

Visits will be undertaken to KOMAS s.r.o. (Ltd.) in Opava (BenchmarkIndex experience, twinning program for subcontractors in automotive industry) and Autopal Visteon s.r.o. (Ltd.) in Novy Jicin (product benchmarking and re-engineering, benchmarking e-learning module).

After visits and discussions a workshop concerning automotive industry development (not only) in the Moravian-Silesian region, emergence of automotive cluster and role and experience of main parties interesting in benchmarking and other development approaches will be held in the company Autopal Visteon. Exact program and schedule is being developed with key partners (Autopal Visteon, CSQ, CzechInvest, Skoda Auto).

***Representatives of GBN member organisation are as a matter of course invited to both the Conference in Ostrava and GBN Sharing Day for presenting their experiences and views in the area of benchmarking and the automotive industry.***





*Transportation will be arranged (without a fee) from Ostrava to Prague (AGM of the GBN) for speakers from the GBN. For other visitors it is possible to arrange transportation on payment.*

The **Call for Papers** and further information regarding the Benchmarking Forum 2005 are available at [www.benchmarking.cz](http://www.benchmarking.cz) and [www.globalbenchmarking.org](http://www.globalbenchmarking.org). Otherwise contact Milan Trcka at [mtrcka@qualimate.cz](mailto:mtrcka@qualimate.cz)

## GBN-Membership

### New members / Changes in membership:

Approaches have been made to organisations in the following countries to join the GBN.

- Ukraine
- Estonia
- United Arab Emirates
- Singapore
- China
- Wales
- Canada
- Australia
- India

Hopefully one or two will join the GBN before the next meeting. If you are thinking of approaching an organisation in a particular country to join the GBN please inform the Secretariat to ensure that multiple approaches to the same organisation are not being made.

Also, remember when contacting a potential GBN member to refer them to the Secretariat or send them the following:

- GBN Memorandum of understanding
- GBN Admission questionnaire
- GBN Presentation
- GBN Invitation letter - written by Dr Robert Camp

All of these, with the exception of the GBN Invitation letter, are accessible from the "How to become a GBN member" section of the GBN website.

**The Public Sector Benchmarking Service (UK) has moved to:**



8th Floor East,  
Dorset House,  
27-45 Stamford Street,  
London, SE1 9PY



Contact person:  
Ken Watling (Head of PSBS)  
Email: [ken.watling@hmce.gsi.gov.uk](mailto:ken.watling@hmce.gsi.gov.uk)



As you might have already noticed, Barbara Topping – a founder member of the PSBS – has retired from her current position. In the name of all GBN Members we would like to say thank you very much Barbara – for your contributions to the GBN and to benchmarking in general.

**The EIQA (Ireland) has moved to:**



9 Appian Way  
Ranelagh  
Dublin 6

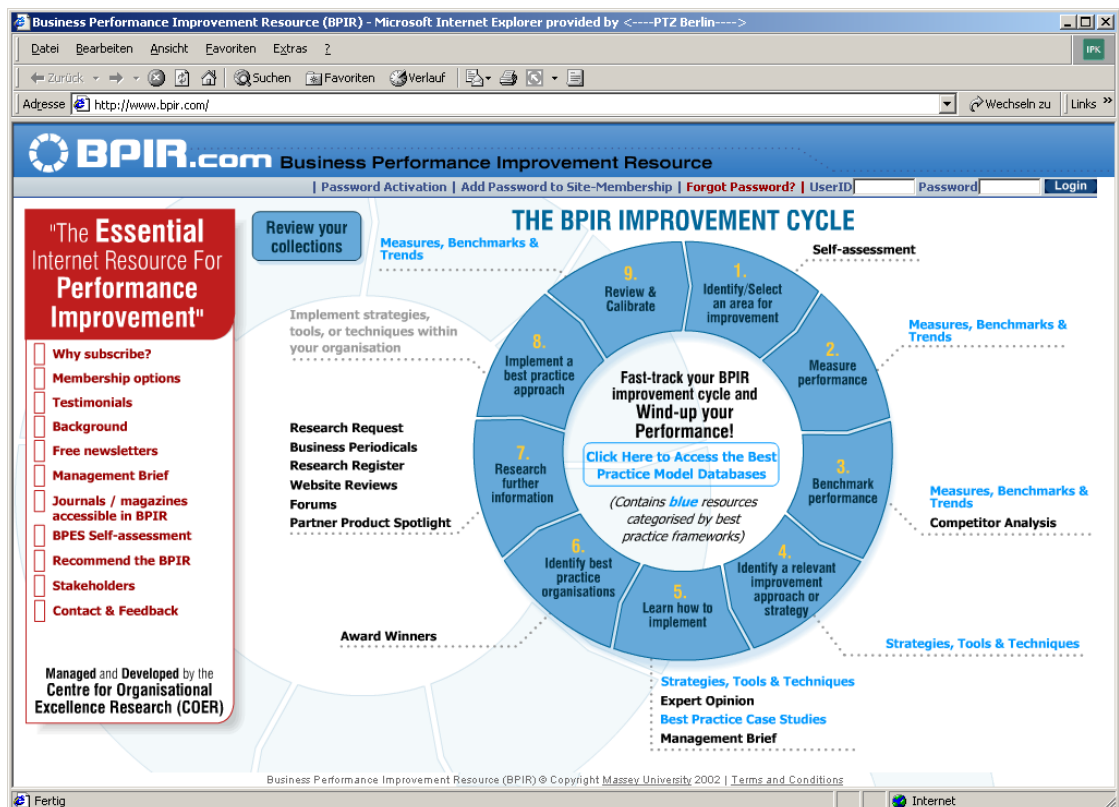


Contact person:  
Paul O'Grady (Managing Director)  
Email: [pogrady@eiqa.com](mailto:pogrady@eiqa.com)

## BPIR.com - The Business Performance Improvement Resource

Since February 2005 GBN members have free access to the www.BPIR.com - an innovative resource that has been designed by COER to significantly assist organisations' worldwide in their benchmarking and improvement efforts. The resource was launched in April 2002.

The website offers hundreds of real-life case studies on organisations around the world, of all sizes and industries, illustrating their performance or best practices, how they have used these practices, and to what effect. It also contains surveys revealing the changing trends among the world's organisations and provides hundreds of benchmarks. Information can be displayed through Baldrige Criteria for Performance Excellence, European Business Excellence Model, and APQC Classification Framework so that improvement information can be quickly identified. The BPIR.com homepage (see below), presents its key features. The BPIR now has 1,000's of members worldwide.



If you have forgotten your password or would like details on how you could provide the BPIR.com as a service to your members / clients please contact Robin Mann at R.S.Mann@massey.ac.nz



## GBN Website

The GBN website is the GBN’s key marketing tool. It also facilitates communication between members. Recently some new features were added.

The **Download Archive** – launched in March 2005 – contains now more than twenty downloadable files. Its scope covers actual publications from the GBN Secretariat as well as articles, conference papers and presentations from the GBN members.

Furthermore the GBN website now provides actual information regarding the **Benchmarking Forum 2005 in Prague**. Visitors of this section of the website can download the actual call for papers and in the near future a brief overview of the AGM agenda will be available.

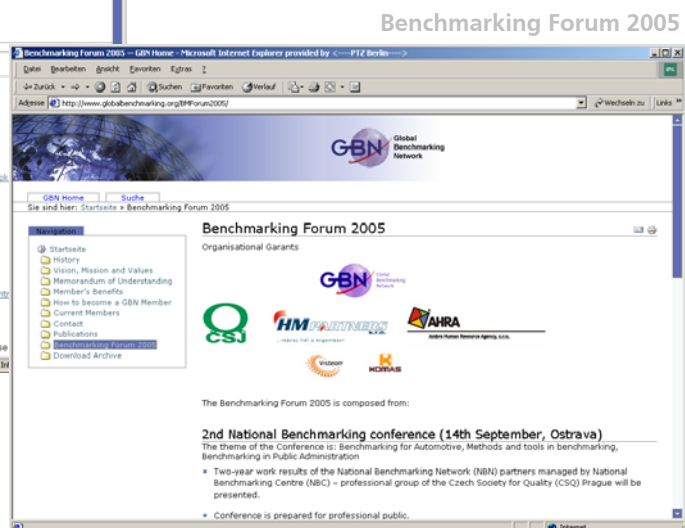
### The Future

One aim is continuous improvement of the GBN Website. Therefore it is planned to set up an **Internal Area** for GBN members. Initial contributions to the internal area will be by the GBN Secretariat. The member area should be launched before the next AGM in autumn 2005.

www.globalbenchmarking.org



Download Archive



Benchmarking Forum 2005

Feedback and suggestions to: Ronald.Orth@ipk.fraunhofer.de

## Contact Details – Chairman and Secretariat



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