

IZB, Germany/COER, New Zealand
March 2006

Dear GBN Members

We are glad to present the fifth issue of the GBNewsletter to you.

To begin with, we would like to welcome our **new members** in the GBN community: **Australia**, **Estonia** and **Taiwan**. Thank you for providing information about your organisation, professional background, benchmarking activities and interests.

This issue's central topic is the **forthcoming Annual General Meeting** that is scheduled for November 7th and 8th, 2006. The Meeting is to be held in Moscow and will be linked to the **1st International Benchmarking Conference** that takes place November 8th and 9th, 2006 in **Moscow** as well.

Further, this issue serves to inform you about the newly installed GBN Board and the most recent **updates** of the **GBN website** and its content, especially the **new features** that have been included.

As always, any comments or feedback on the design and content of the GBNewsletter are welcome and appreciated.

Enjoy reading and happy benchmarking!



Robin Mann
GBN Chairman



Ronald Orth
GBN Secretariat

GBN Activities



15th Annual General Meeting of the Global Benchmarking Network, November 7 – 8, 2006, Moscow (Russia)



The Russian Benchmarking Club "Business Excellence" of Russian Organization for Quality will host the 15th Annual General Meeting of the GBN courtesy of Yury Samoylov (usamoylov@mirq.ru) – see photo insert.

A draft AGM Agenda will be available by May 2006. It will follow the successful format used in 2004 and 2005 with some modifications.

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

- Knowledge sharing by all members (presentations of actual papers and projects)
- Review of outputs from last GBN meeting
- Discussion on GBN projects
- Seminar "The Strategic Application of Benchmarking Methods" – Dr. Gregory Watson Ex-President of ASQ.



The AGM will be linked to the 1st International Benchmarking Conference **"The Best Practice of Quality Management. Russia Case – 2006"**, November 8 – 10, 2006, Moscow. The slogan of the conference is **"The Best Practice – for the Best Life!"**

This Conference will be organized in association with Russian Chamber of Commerce and Industry, Russian Union of Industrialists and Entrepreneurs (Employers), European Organization for Quality and other Russian and World public organizations in Moscow.

Among the guests of the Conference will be representatives of the Presidential Executive Office, Government of Russian Federation and Council of Federation of the Federal Assembly of the Russian Federation, governors and foreign experts are expected (total number of participants – 400 persons). Program of the Conference includes plenary sessions and work in sections devoted to relevant quality management problems and questions and an exhibition of the best results of Russian plants and companies.

The Benchmarking Club "Business Excellence" invites all GBN Members to participate in the First International Benchmarking Conference. All terms and conditions of participation in the Conference will follow by early April, 2006.

Geneva, Switzerland, 25 October 2005

GBN Vice Chairman Yury Samoylov from the Russian Organization for Quality attended the UNECE Meeting in Geneva. Please read his brief report:

I am pleased to inform you that I have contacted UNECE senior persons and that I made a presentation about GBN, our activities and some examples showing how benchmarking can be implemented.

We talked about possible cooperation projects. One interesting topic for a joint project could, for instance, be the analysis of the situation of the ISO 9000 quality management system using the benchmarking method. But firstly, we have to prepare our proposal on how to do it. If you need further information or if you want to contribute to this proposal please do not hesitate contact me at usamoylov@mirq.ru



GBN Board



Last year the GBN Board was established. This entity consists of 5 members of whom all were elected unanimously during the last AGM. The board's role is to verify and approve money for joint projects, marketing and/or initiatives that are aligned to the GBN's vision and values and, hence, speed up decisions within the network.

The proposed process for initiating projects will be presented at the AGM in Moscow. This process will enable GBN members to obtain approval for projects and get support from the GBN's funds if required (however, these funds are limited).

Members of the board currently are:



Dr. Robin Mann

Centre for Organisational Excellence Research, Massey University
New Zealand
GBN Chairman



Mr. Yury Samoylov

Benchmarking Club Business Excellence of Russian
Organisation for Quality, Russia
GBN Vice Chairman



Mr. Ronald Orth

Information Centre Benchmarking, Fraunhofer IPK
Germany
Representative from the GBN Secretariat



Prof. Dr. Thomas Friedli

TECTEM Benchmarking Center, University of St. Gallen
Switzerland
Member of the Board



Mr. Mohammed Al Quraishi

Dubai Quality Group
Dubai (UAE)
Member of the Board

GBN Membership

New GBN Members



Benchmarking Partnerships (Australia)

We partner people in different organizations and different industries so that through shared learning and partnership networking they can rapidly improve. As a small dynamic firm we facilitate think tanks, sharing of best practices and ideas leadership through networking and benchmarking to help organizations to accelerate improvement. Our networks include over 5,000 people across Australia, Asia, NZ and also extend into other continents internationally. These networks include partnerships with the Singapore Productivity Association (SPA), the (APO), Asian Productivity Organization (designated benchmarking experts to support 20 Asian countries), NZ Business Excellence Foundation (NZBEF) and the American Productivity and Quality Centre (APQC). The networks also include partnerships with high value topic experts for processes like Measurement, Innovation, Project Management, Strategy Deployment, Leadership, People Management, Customer and Marketing, Strategic Planning, Supply Chain etc. We commenced as sole Benchmarking delivery partners for the Australian Quality Council (AQC), a not-for-profit peak body to facilitate business excellence and productivity improvements amongst Australian public and private sector organisations.



Bruce Searles has been an Accredited Delivery Partner for Benchmarking with the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has delivered training and international presentations on benchmarking in Australia, New Zealand, Germany, Singapore, Malaysia, Thailand, the Philippines, USA, Nepal, Seoul, Papua New Guinea and Taipei. He leads the strategic relationship and benchmarking projects with the Asian Productivity Organisation, Singapore Productivity Association, FTPI in Thailand, Development Academy of the Philippines, NPC Malaysia and the APQC in the USA.

Bruce has facilitated over 70 different benchmarking studies and study tours involving over 800 organisations in Australia and Asia. Topics have included Innovation, Project Management, Risk Management, Senior Executive Leadership, Internal Communications, Leading and Managing Change, Telephone Call Centres, Supply Chain Management, Construction Industry, Food Risk Management and Safety, Client Service & Satisfaction. Bruce has qualifications including Bachelor of Engineering, Masters of Engineering Science and Cert. IV in Quality Management (AQC). He is a Fellow of Engineers Australia. He was previously Executive for International Best Practice for Australia's largest general insurance company.

Contact: bruce@benchmarkingpartnerships.com.au



Anton Benc has been an Accredited Delivery Partner for the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has qualifications including: Bachelor of Electro-mechanical Engineering and Cert. IV in Quality Management (AQC).

He leads the strategic relationship and projects with the New Zealand Business Excellence Foundation for upcoming Best Practice workshops in NZ and Australia in 2006 and is working with the Singapore Productivity Association to plan and manage an International Study Tour in Melbourne also this year. He is also involved in benchmarking partnerships with the APQC jointly managing a customer contact centre consortium benchmarking study. Anton previously was Project Director for the AQC, heading up the national benchmarking initiative responsible for the strategic development and business growth and running of the suite of national benchmarking network processes across Australia.

Contact: anton@benchmarkingpartnerships.com.au

Further information are available via
<http://www.benchmarkingpartnerships.com.au>



Chinese Productivity Center (Taiwan)



In Taiwan economy and its process of industrial development and transformation, China Productivity Center (CPC) has been the trailblazer and pioneer of thinking model and management model as well. In addition, CPC has faithfully and successfully played the role of a bridge and assistant between government agencies and private business. With the changing of times and evolution of industrial environment, the core mission for each and every stage has differed. Nonetheless, the ultimate objective CPC has been assigned has been to assist the government, the industry and business in creating value so as to enhance the national sustained competitiveness. Toward that goal, we at CPC are glad to say that we have never been lax in our efforts to see the goal come true.

2005 marks the 50th anniversary of the founding of CPC, underscoring a new milestone for CPC to enter a key era. To meet the challenge of the new era, we have, since 2001, set up our vision and mission to build up four new culture featured by rationale, team, value and family designed to make CPC a talent bank for operation and management and the most trustworthy management consultant organization among Chinese-speaking enterprises.

Further information can be accessed via www.cpc.org.tw
or contact Mrs Lihukan Lee at 2017@cpc.org.tw



Estonian Association for Quality (Estonia)

The Estonian Association for Quality (EAQ) was established in 1991 by thirty specialists of quality and professors of higher educational institutions. EAQ has been a full member of European Organization for Quality (EOQ) from the year 1993 and a member of Institute of Quality Insurance (IQA) from the year 1999.



The vision of Estonian Association for Quality is to be an outstanding developer in the field of sustainable performance excellence in the Estonian Society and the mission is to support Estonian organizations by implementing, spreading and developing up-to-date know-how in performance excellence.



GBN Contact person: **Sven Heil**

Sven has MBA from Tallinn Technical University from 1997. He is quality management director in Estonian fix telecommunication company – Elion. To date Sven has been related with different job assignments in Elion from 1997, as strategic planning, process management, sale, finance. Hobby is sailing with open see yacht.

Further information can be accessed via <http://www.eaq.ee/> or contact Sven Heil at sven.heil@elion.ee

Changes in Membership and New Contact persons

Unfortunately we must confirm that the Danish Technology Institute has left the GBN.

New Contact Persons

- Mr. Ram Jutliah** (NPCC, Mauritius) natpro@intnet.mu
- Ms. Samia al-Yousuf** (DQG, Dubai) samia@dgg.org
- Mrs. Tiziana Corsi** (Business International, Italy) t.corsi@businessinternational.it
- Mrs. Fulvia D'Ippolito** (B. International, Italy) f.dippolito@businessinternational.it
- Ms. Shezlina Zakaria** (NPC, Malaysia) shez@npc.org.my
- Mr. Hanim Binti Abd. Ghani** (NPC, Malaysia) hanim@npc.org.my
- Mrs. Nell van Lieres** (BENSA, South Africa) nell@bensa.co.za
- Mrs. Jana Pavelkova** (SBIC, Slovakia) pavelkova@e-s.sk

Since several contacts have changed and needed to be updated, we seized this opportunity to collect further data from all GBN Members in order to increase the transparency about their benchmarking activities, experiences and target markets. All detailed information has been appropriately prepared and pooled into a convenient table that is now available at the Members Area of the GBN website.

GBN Members - Contact Information (Overview)						GBN Global Benchmarking Network	
No.	Country	Contact person	Institution	E-mail	Address	Website	
1	Australia	Mr. Bruce Searles	Benchmarking Partnerships	bruce@benchmarkingspartnerships.com.au	P.O. Box 3029 Asquith NSW Australia 2077	www.benchmarkingspartnerships.com.au	
2	Czech Republic	Mr. Milan Trcka	Czech Society for Quality (CSQ)	trcka@csq.cz	Novotného lávka 5, CZ-11668 Praha 1	www.csq.cz	
		Mr. Vladimír Votapek	above	votapek@csq.cz	above	above	
3	Dubai	Ms. Samia al-Yousuf	Dubai Quality Group	samia@dgg.org	3D, Emirat Altrium Bldg 5th, Zayed Road P.O. Box 9278 Dubai, UAE	www.dgg.org	
		Mr. Navin Kapoor	above	kapoornv54@yahoo.com	above	above	
		Mr. Mohammed Al Quraishi	above	malo			
4	Estonia	Mr. Sven Heil	EAQ - Estonian Association for Quality	sven			
5	Germany	Mr. Holger Kohl	Informationszentrum Benchmarking	holko			
		Mr. Manio Gömmer	above	manio			
6	Hungary	Mrs. Karolina Sugár	Hungarian Quality Development Centre for Industry and Trade (HQDC)	info			
7	India	Mr. Ravinder Singh	India Benchmarking Centre - IBC	Ravi			

In case that you have forgot your password please feel free to contact Ronald Orth at Ronald.Orth@ipk.fraunhofer.de

GBN Website

The GBN Website now features the following sections and updates:

All members may now announce conferences, meetings or any other events regarded noteworthy for fellow members and visitors in the News area. Presently, we have posted a paragraph informing all visitors about the cooperation between ECUANET and GBN and included an announcement on the World Congress (see below).

Above that, we have uploaded the Benchmarking Code of Conduct and updated versions of the GBN Flyer and GBN Presentation. Further, new content has been uploaded to the archive files and is now available to all members. All articles of the GBN Review have been converted electronically and added to the download section.



Cooperation between ECUANET and GBN



We are pleased to announce a new area of co-operation between the Global Benchmarking Network and the Leonardo Da Vinci ECUANET Project. ECUANET is a new 2 year transnational network project conducting action research into strategic and tactical organisational learning to create an international world class knowledge resource for both private and public sector organisations.

For more information on the project please visit: www.ecuanet.info



11th World Congress for Total Quality Management, 4-6th December 2006, New Zealand

The World Congress for Total Quality Management is the world's premier business improvement-orientated conference. For the first time it is coming to New Zealand (hosted by COER) – it is an opportunity not to be missed! Further information can be accessed via: www.worldcongressnz.com

For further information please contact Dr. Robin Mann at R.S.Mann@massey.ac.nz

Contact Details



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The GBN comprises benchmarking centres in the following countries:
Australia, Czech Republic, Dubai, Estonia, Germany, Hungary, India, Ireland, Italy, Malaysia, Mauritius, Moldavia, New Zealand, Poland, Russia, Slovak Republic, South Africa, Sweden, Switzerland, Taiwan, UK and USA.

New Affiliates - which are the leading benchmarking centre in that country - are welcome and should contact the GBN Secretary for affiliation details.