

## Dear GBN Members

We are pleased to present you the ninth issue of the GBNewsletter.

This GBNewsletter contains a brief overview on upcoming conferences and events in the field of benchmarking, business excellence and quality management.

Core topics of this issue are the forthcoming **17<sup>th</sup> Annual General Meeting (AGM)**, the **3<sup>rd</sup> GBN International Benchmarking Conference** as well as the **1<sup>st</sup> International Road Show** of the GBN which is going to be launched in Toronto, Canada this year.

The 17<sup>th</sup> AGM is scheduled for October 7<sup>th</sup> and 8<sup>th</sup>, 2008. This year's venue for the AGM will be Budapest and the event will again be linked to the International Benchmarking Conference which takes place subsequently from October 9<sup>th</sup> to 10<sup>th</sup>, 2008, in Budapest as well. This conference brings together various leading organizations and business professionals from all over the world. The event will provide several opportunities for sharing ideas, techniques and experiences for improving performance levels in organizational operations.

As usually, changes within the GBN community and our various members' activities are addressed. Further, new sections and amendments to the GBN website will be outlined to promote the cooperation and knowledge exchange among GBN members and to improve our joint marketing efforts.

Our thanks go, again, to all GBN members who have jointly contributed to this ninth issue of the GBNewsletter.

Enjoy reading and happy benchmarking!



Robin Mann  
GBN Chairman



Ronald Orth  
GBN Secretary

## Conferences and Events



### **4<sup>th</sup> Strategic Innovation Forum** **April 23<sup>rd</sup> – 24<sup>th</sup>, 2008, Barcelona, Spain**

Delivering breakthrough, sustainable and customer-centric innovation by shifting mindsets and capitalising on open innovation and entrepreneurial spirit from within to drive business growth and remain the innovation leader

**Further information:**  
<http://www.gbgeurope.com/>



### **11<sup>th</sup> Records Management Society Annual Conference** **Records Management: The State of the Art** **April 20<sup>th</sup> – 22<sup>nd</sup>, Edinburgh, Ireland**

The 2008 Conference will feature main conference sessions with key thought leaders in the profession, seminar sessions with panels of speakers presenting different perspectives on a point of interest, and collaborative debates where delegates have a dialogue on the key issues for our field.

**Further information:**  
<http://www.rms-gb.org.uk/conference>



### **1<sup>st</sup> GBN Benchmarking Roadshow** **April 23<sup>rd</sup> – 24<sup>th</sup>, Toronto, Canada**

The GBN's first International Road Show is being held in the beautiful Town Hall in Toronto, Canada on Wednesday 23rd and Thursday 24th April, 2008. The Conference is organised jointly by the Global Benchmarking Network (GBN), National Quality Institute (NQI) of Canada and Benchmarking Partnerships (Australia).



We are expecting between 100 and 200 delegates for you to network with. Also, Toronto Canada is a great place to visit in Spring and to take advantage of this the program has been designed to maximize your learning about Best Practice Benchmarking and also your experience of Toronto.

**Further information:**  
<http://www.nqi.ca/gbn/home.php>





## **The Amsterdam Global Conference on Sustainability and Transparency, May 7<sup>th</sup> – 9<sup>th</sup>, 2008, Amsterdam, Netherlands**

Amsterdam Global Conference on Sustainability and Transparency  
The Global Reporting Initiative (GRI) will organise its second international conference in Amsterdam on 7-9 May 2008. The results of the GRI Readers' Choice Award and the Readers' Choice Survey will be at the heart of the three-day programme. Learn from global leaders about the latest developments in the debates surrounding sustainability and reporting; and share sustainability reporting experiences with a diverse array of global participants.

### **Further information:**

<http://www.globalreporting.org/>



## **52<sup>nd</sup> European Organization for Quality Congress "Quality is back – Back to Quality. No Quality. No Business. " June 4<sup>th</sup> – 6<sup>th</sup>, 2008, Vienna, Austria**

In the age of dynamic change, becoming aware of the importance of profiting from the strengths enabled by quality management offers new opportunities. And we are convinced that no quality of the product or service will, in the medium run or in the long run, be possible without quality of the organisation. In this spirit, we wish you interesting lectures and presentations, controversial discussions, stimulating conversations and sustainable exchange of experience at the Viennese Congress.

### **Further information:**

[www.eoq2008.com](http://www.eoq2008.com)



## **3<sup>rd</sup> International Best Practice Conference October 9<sup>th</sup> – 10<sup>th</sup>, 2008, Budapest, Hungary**

Organisations face fast-paced technological, economic, regulatory, environmental, demographic, and cultural changes that daily influence their ability to remain relevant and viable. Benchmarking is arguably the most effective tool to use to be a leader within this changing business environment. Through the conference's focus on benchmarking we are confident that attendees will obtain ideas and best practices that, if implemented, will lead to "Destination: Business Excellence".

### **Contact and further information:**

<http://www.globalbenchmarking.org>.





## **Lean & Six Sigma Summit 2008** **June 3<sup>rd</sup> – 4<sup>th</sup>, 2008, Sydney, Australia**

IQPC's Lean and Six Sigma conference brings together an outstanding group of leading practitioners to ensure that you receive the latest practical information to help you drive results. Hear the real stories – the why and the how. Take away learnings that you can apply immediately in your organisation. This conference has been researched and developed for key individuals in business improvement, excellence and process management.

### **Further information:**

<http://www.iqpcevents.com/ShowEvent.aspx?id=55692&details=55704>



## **9<sup>th</sup> Annual Asian Six Sigma Summit 2008** **June 24<sup>th</sup> – 25<sup>th</sup>, 2008, Singapore, Singapore**

Reviewing the evolution of six sigma in new functions and industries, eliminating the conflict between being efficient without sacrificing innovation, market surveys on project deployments and implementation and where you fit in, re-examining overcoming cultural resistance through six sigma enabled change management strategies, career mapping for black belts – How is six sigma is developing your career, cracking the “management buy-in” conundrum, more eye-opening case-studies from industry leaders.

### **Further information:**

<http://www.iqpcevents.com/ShowEvent.aspx?id=41074&details=41084>

## 17<sup>th</sup> Annual General Meeting and 3<sup>rd</sup> International Best Practice Conference, Budapest 2008



### 17<sup>th</sup> Annual General Meeting of the Global Benchmarking Network, October 7<sup>th</sup> and 8<sup>th</sup>, 2008, Budapest, Hungary



As agreed during the 16<sup>th</sup> Annual General Meeting in Dubai, the 17<sup>th</sup> AGM is to be hosted by the Hungarian Association for Excellence in Budapest. For full details and minutes of the 16<sup>th</sup> AGM refer to the GBN website: [www.globalbenchmarking.org](http://www.globalbenchmarking.org).

### GBN's 3<sup>rd</sup> International Best Practice Conference: October 9<sup>th</sup> and 10<sup>th</sup>, 2008, Budapest, Hungary



Karolina Sugár,  
President of the  
Hungarian  
Association for  
Excellence

With the Global Benchmarking Network conducting its 17<sup>th</sup> Annual General Meeting on 7<sup>th</sup> and 8<sup>th</sup> December in Hungary courtesy of the Hungarian Association for Excellence, we at Hungarian Association for Excellence and Global Benchmarking Network take immense pride in bringing the **3<sup>rd</sup> International Benchmarking Conference to Budapest on October 9<sup>th</sup> and 10<sup>th</sup>, 2008.**

This conference, which brings together various leading organizations and business professionals from around the globe, will prove an excellent platform for sharing and exchanging views, ideas, experiences and techniques involved in attaining higher performance levels in organizational operations.

**The Conference Website is currently under construction. Actual information will follow soon.**

## GBN Roadshow, Toronto 2008



### 1<sup>st</sup> International Road Show of the Global Benchmarking Network, April 23<sup>rd</sup> – 24<sup>th</sup>, 2008, Toronto, Canada



The GBN's first International Road Show is being held in the beautiful Town Hall in Toronto, Canada on **Wednesday 23rd** and **Thursday 24th April, 2008**. The Conference is organised jointly by the Global Benchmarking Network (GBN), National Quality Institute (NQI) of Canada and Benchmarking Partnerships (Australia).



Allan Ebedes,  
National Quality  
Institute

We are expecting between 100 and 200 delegates for you to network with. Also, Toronto Canada is a great place to visit in Spring and to take advantage of this the program has been designed to maximize your learning about Best Practice Benchmarking and also your experience of Toronto.

#### Features of this event are:

- See Toronto – beautiful in Spring and maybe Niagara Falls and Montreal. Also go to the web links to see descriptions of Toronto tourism and many pictures to attract your delegates to attend.
- Learn and network the best practices and results of each of the 4 key stages of benchmarking – international experts speaking and workshopping with you from Germany, Dubai, Australia, New Zealand, USA and Canada as well as -
- Dr Robert Camp, formerly of Xerox USA – the founder of the 4 stage benchmarking methodology and author of 3 well sold books regarding Best Practice Benchmarking and how to do it – Dr Camp is President of the GBN – see pictures of his well sold books below
- Study "Tour de Force" including Business Excellence Award winning companies in Canada. The Tour de Force consists of on-site visits to four NQI Partner organisations that are role models for organisational excellence and quality: Ceridian, Delta Hotels, and IBM (all of which are recipients of the prestigious Canada Awards for Excellence), as well as the Town of Markham that is well on its way with its NQI Progressive Excellence Program



Bruce Searles,  
Benchmarking  
Partnerships

- The NQI Chairman’s Networking Dinner hosted by Kevin Dougherty, NQI’s Chairman and President of Sunlife Global Investments. Our keynote speaker, Robert Herjavec, is not only a very successful entrepreneur, but is also a co-star in the hottest new business TV Show in Canada called “The Dragon’s Den”. It will be an evening to remember!

**For more information, detailed program, registration etc. please visit the [conference website](#) directly.**



## Review

### 2<sup>nd</sup> International Best Practice Conference, Dubai 2007

We would like to thank the Dubai Quality Group and all GBN members who participated in staging the 16<sup>th</sup> AGM and 2<sup>nd</sup> International Best Practice Conference for their combined efforts in smoothly executing both events and contributing to this great success.



Apart from the main events, there was also plenty of opportunity to enjoy the various cultural activities the magnificent city of Dubai has to offer and to network with professionals experienced or interested in benchmarking. We sincerely hope that other upcoming GBN events are going to be equally fruitful and memorable and look forwards to gathering the GBN community again in 2008.



## 16<sup>th</sup> Annual General Meeting, Dubai 2007

All participants have helped to ensure a very productive AGM that has clarified the future direction and perspective of the GBN. As usual, all details on planned events and activities, can be found in the AGM minutes in the members section of the GBN website ([www.gloalbenchmarking.org](http://www.gloalbenchmarking.org)).



From left to right: Terry Pilcher, Navin Kapoor, Yury Samoylov, Robin Mann, Mohammed Al Quraishi, Bruce Searles, Bob Camp, Holger Kohl, Karolina Sugar, Ronald Orth

Three working groups discussed different ideas for potential GBN projects and activities. In working group 1 participants debated the influence of Web 2.0 and Social Software on the future of benchmarking. We are currently in the process of researching the topic and outlining the state of the art. Working group 2 proposed the central process steps for establishing a GBN Benchmarking Award. In particular, group 2 carefully considered categories, committee structure, possible nominees and how we could reach out to the industry by promoting the awards.

Lastly, group 3 dealt with the GBN Global Survey. It is considered that the Global Survey is potentially of great strategic importance to the GBN as it will assist the GBN in understanding the global position of benchmarking and the strategic initiatives it needs to introduce in future years. The survey will also position the GBN as the leading organisation with a body of knowledge of benchmarking. Further information on the progress of the individual initiative will be provided by Robin Mann.



The GBN dinner provided the perfect setting to announce that **Bob Camp** is to become GBN Honorary President for Lifetime (see photo below). This title was awarded in recognition of Bob's contributions to the GBN and pioneering work in the field benchmarking.



From left to right: Dr. Wafi Dawood, Mr. Mohammed Al Quraishi, Dr. Robert Camp and Dr. Robin Mann

Mr. **Mohammed Al Quraishi** has resigned from his position as Vice Chairman of the Dubai Quality Group due to his numerous professional commitments. In the name of all GBN Members we would like to say thank you very much Mohammed – for your contributions to the GBN and to benchmarking in general. His successor is Dr. Wafi Dawood (see below).

## GBN Membership



### Dr. Wafi Dawood, Vice Chairman Dubai Quality Group

Dr. Wafi is the Chief of Organizational Excellence in the Knowledge and Human Development Authority in Dubai. He is also the Vice Chairman of Dubai Quality Group. In addition, he holds the position of an Assistant Professor in the e-TQM college in Dubai.

He holds a Ph.D. in Performance Management and a Masters in Engineering Management from the University of Sunderland, UK. He has also completed the Sheikh Mohammed leadership program in 2007. In 2004, Dr. Wafi was awarded by H.H. Sheikh Mohammed Bin Rashid as the Distinguished Employee of Dubai in Dubai Government Excellence Program rewarding his initiatives in bringing and implementing Best Practices in Dubai.

His professional career included working as the Director of Corporate Performance & Quality in Dubai World Trade Centre. Before that, he worked as the Quality Senior Manager in DP World, where he assisted the organization to win Dubai Government Excellence Program – Golden Category and achieve high level of Excellence.








Dr. Wafi has also worked in consultancy Projects in UAE, UK, Singapore, Bahrain and Saudi. He has 6 Publications related to Performance Management and Quality in UK and Spain. He has also spoken in many National and International Conferences.

## GBN Website

### Download Archive – New Content

All presentation held by GBN members during the 2<sup>nd</sup> Benchmarking Conference are now available in the Download Section of the GBN Website.

#### Publications and Conference Papers by GBN Members

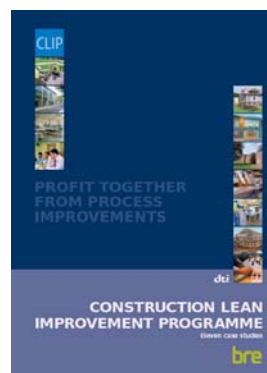
-  [Best Practice Benchmarking for Global Competition and Cooperation](#) by Robert C. Camp
-  [Integrated Benchmarking for SMEs](#) by Holger Kohl
-  [Benchmarking in the Public Sector](#) by Robin Mann
-  [Value Mapping - Linking AFIs to Strategy and Stakeholder Value](#) by Terry Pilcher
-  [20 Keys - The System for Enterprise Excellence Management](#) by Yury Samoylov
-  [Benchmarking Best Practices](#) by Bruce Searles
-  [BPIR.com - A Benchmarking Tool for Best Practices](#) by Steve Welch

### Members Area – New Content

Within the Members Section we have implemented a **Knowledge Sharing Corner** that allows all members to provide and exchange documents affiliated with the GBN and Benchmarking topics. We hope that this functionality will help to promote cooperation and collaboration among our members.

#### Initial Filling of the Knowledge corner:

- CLIP - Construction Lean Improvement Programme (Booklet Vol. 1) - shared by Terry Pilcher
- CLIP - Construction Lean Improvement Programme (Booklet Vol. 2) - shared by Terry Pilcher
- Intellectual Capital Statement - Made in Germany (Guideline) - shared by ICB (Germany)



## GBN Contact Details



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

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