

IZB, Germany/COER, New Zealand  
September 2008

## Dear GBN Members

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

We are very happy to welcome the BestPrax Club from India and the Romanian Benchmarking Association from Romania as **new members** of our Benchmarking Community and thank you for providing us with some background information regarding your professional careers and activities. Furthermore new people have assumed the responsibility within our member's organisations. We also like to welcome all of you to the GBN Community.

Core topics of this issue are the forthcoming **17<sup>th</sup> Annual General Meeting** (AGM) and the **3<sup>rd</sup> GBN International Benchmarking Conference**. 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. Our thanks go to all GBN members who have jointly contributed to this issue of the GBNewsletter.

Enjoy reading and happy benchmarking!



Ronald Orth  
GBN Secretary



Robin Mann  
GBN Chairman

## Conferences and Events



Global Benchmarking Group Europe

### **2<sup>nd</sup> PRODUCT DEVELOPMENT AND MANAGEMENT SUMMIT** **October 15<sup>th</sup> – 16<sup>th</sup>, 2008, Barcelona, Spain**

Generating breakthrough ideas across all divisions and through external collaboration to deliver sustainable, consumer-centric innovative and profitable products to maximise the value of your global portfolio and increase business growth.

**Further information:**

<http://www.gbgeurope.com/>



### **Excellence in Customer Service** **October 21<sup>st</sup> – 22<sup>nd</sup>, 2008, Heathrow-London, United Kingdom**

Once again the Institute of Customer Service brings together a conference program designed to look to the future of customer service, provoking new ideas and anticipating how customer service professionals need to adapt to stay ahead.

**Further information:**

<http://www.theicsconference.com>



### **The New Zealand Organisation for Quality (NZOQ)** **Learn-Share-Grow Conference 2008** **Quality, Productivity & Sustainability** **October 22<sup>nd</sup> – 24<sup>th</sup>, 2008, Queenstown, New Zealand**

This event is the premier event in New Zealand for those that want to keep up-to-date with the latest happenings in the quality and business field. Presentations will focus on topics such as six sigma, sustainability, business continuity management, benchmarking, and business excellence.

**Further information:**

<http://conference2008.nzoq.org.nz>



### **Universities' HR Benchmarking Conference 2008** **October 29<sup>th</sup> – 30<sup>th</sup>, 2008, Park Hyatt Melbourne, Australia**

The conference aims to connect and inform participants through a program which provides opportunities for networking and discussion on current HR challenges and trends within the Higher Education (HE) sector.

**Further information:**

<http://www.hrbenchmarking.qut.edu.au>



## **53<sup>rd</sup> EOQ - European Organization for Quality Congress "Quality in an Age of Transition " May 12<sup>th</sup> – 14<sup>th</sup>, 2009, Dubrovnik, Croatia**

We are, individually and collectively, entering a time of transition on the way to something really new. Through new ideas and alternative quality perspectives, we are striving to create an adaptive, environment friendly and socially responsible society. This congress will be a place where trends, changes and best practice in quality are stated, explained and discussed by relevant participants. It will be a place for the exchange of ideas and experiences and furthermore it will be the ideal networking place for the main target groups.

### **Further information:**

[www.eoq2009.com](http://www.eoq2009.com)



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

On behalf of the Hungarian organisers and the GBN we are pleased to invite you to Budapest to take part in the 3<sup>rd</sup> International Benchmarking Conference. We look forward to an exciting few days in Budapest, one of the world's most pleasant cities and in its traditional Danubius Hotel Gellért situated on the bank of the River Danube.

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

<http://www.bestpracticeconference.com>



## **10<sup>th</sup> Annual Lean Six Sigma & Process Improvement Summit 2009 January 19<sup>th</sup> – 22<sup>nd</sup>, 2009, Orlando, USA**

The one event each year where the global leaders of Lean Six Sigma and Process Improvement come to meet and share best practice. With practitioners from all industry sectors actively looking to source new solutions for achieving their business improvement goals, it is the ultimate branding and thought leadership opportunity for solution providers in this field.

### **Further information:**

<http://www.iqpcevents.com>

<http://www.site-members.com/lsspi/index.html>

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



**Karolina Sugar**  
Vice-Chairman  
Global Benchmarking  
Network  
President  
Hungarian  
Association for  
Excellence

### **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 the detailed Agenda and the Attendance and Knowledge Sharing forms please refer the Members Area of the GBN Website:  
[http://www.globalbenchmarking.org/members\\_area/](http://www.globalbenchmarking.org/members_area/)

Please complete this form and send to GBN Secretary Ronald Orth at  
[ronald.orth@ipk.fraunhofer.de](mailto:ronald.orth@ipk.fraunhofer.de).

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

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.

#### **Further information:**

<http://www.bestpractiseconference.com>



## Conference Programme - Day 1: Thursday, 9 October 2008

8.00-9.00	Registrations		
9.00-10.50	<p>Opening Welcome by the Hungarian Organiser Committee Welcome by GBN</p> <p><b>Best Practice Benchmarking; For Global Competition and Cooperation</b> <b>Dr. Robert Camp</b> Principal, Best Practice Institute™ and Honorary Lifetime President, Global Benchmarking Network, USA</p> <p><b>Everything You Need To Know About Benchmarking</b> <b>Dr. Robin Mann</b> Director, Centre for Organisational Excellence Research, Massey University and Chairman of GBN, New Zealand</p>		
10.50-11.20	Coffee break and Networking		
11.20-12.50	<p><b>Application of the Customer Service Excellence Standard in the UK</b> <b>Terry Pilcher</b> Director, BCS Management Services, England</p> <p><b>Benchmarking as a Tool to Accelerate Sustainable Improvements</b> <b>Bruce Searles</b> Managing Partner and Director, Benchmarking Partnerships, Australia</p> <p><b>Planning the City of Dubai: A New Governance Approach</b> <b>Fatma Ibrahim Belrehif</b> Project Manager, Government of Dubai, Knowledge and Human Development Authority, United Arab Emirates</p>		
12.50-14.00	Lunch		
14.00-15.30	<p><b>Parallel session:</b> <b>European Sectorial Benchmarking</b></p> <p><b>The Power of Benchmarking Networks</b> <b>Jason Ratcliffe</b> Financial Benchmarking Manager, BT Group Benchmarking, UK</p> <p><b>Benchmarking in the Waterworks sector</b> <b>Laszlo Csuptor</b> Chief Financial Officer, Transdanubian Regional Waterworks Corporation (DRV Zrt.) and <b>Andras Kis</b> Research associate, Hungarian Waterworks Association Benchmarking Club, Hungary</p> <p><b>Benchmarking in the Health Sector</b> <b>Dr Eva Belicza</b> Semmelweis University, Health Services Management Training Centre and <b>Dr Katalin Kranitz</b> Hungary</p>	<p><b>Parallel session:</b> <b>European Winners EFQM Excellence Award</b></p> <p><b>Engaging through benchmarking in an EFQM inspired context</b> <b>Paul Gemoets</b> Membership Engagement Officer, EFQM Brussels, Belgium</p> <p><b>Marie Lindsay</b> Headmistress, St. Mary's College, 2001 and 2006 EFQM Excellence Award winner, UK</p> <p><b>Projection into the future of a centenarian school</b> <b>Nick Tunstall</b> Urkide School (EEA Prize winner), Spain, Basque Country</p> <p><b>Business Excellence - static or dynamic structure?</b> <b>Dr. Andras Hary</b> Managing Director, APNB Research, Development &amp; Service Ltd., Hungary</p>	<p><b>Parallel session:</b> <b>Benchmarking in HR</b></p> <p><b>Benchmarking in HR</b> Hewitt Some case studies</p> <p><b>Best practice in Performance Management</b> <b>Petra Skodakova</b> Phd Student, Tomas Bata University, Czech Republic</p> <p><b>Benchmarking project about behavior in part time working environment</b> <b>Navin Kapoor</b> Managing Director, Xpertize United Fz Ilc, Dubai, UAE</p>
15.30-16.00	Coffee break		
16.00-17.00	<p><b>Knowledge Management at Philips</b> <b>Aad Streng</b> Director Quality and Business Excellence, Philips International, The Netherlands</p> <p><b>Problem solving with RedX</b> <b>Janos Kovacs</b> General Motors Powertrain-Hungary Ltd., Hungary</p>		
17.00-17.10	Closing		

## Conference Programme - Day 2: Friday, 10 October 2008

8.00-8.50	Networking		
8.50-10.10	<p>Opening words</p> <p><b>Seeing Through the Fog - the Four Pillars of Organizational Greatness</b>  <b>Cindy Laurin Ph.D.</b>  Founder of Guide to Greatness, LLC and author, international speaker and consultant, USA</p> <p><b>Benchmarking of Intellectual Capital and Global Benchmarking for SMEs</b>  <b>Dr. Holger Kohl</b>  Head of Department Business Excellence Methods, Head of Information Centre Benchmarking, Fraunhofer Institute for Production Systems and Design Technology (IPK), Germany</p>		
10.10-10.40	Coffee break		
10.40-12.00	<p><b>Findings from a Global Survey on Benchmarking Use and Benefits</b>  <b>Ahmed Abbas</b>  Bahrain Quality Society, Bahrain</p> <p><b>Web platform for benchmarking</b>  <b>Brendan Dunphy</b>  Director, Max.Net (UK) Ltd. UK</p> <p><b>Benchmarking in Public Sector: The Catalyst for Excellence</b>  <b>Nik Zainiah Nik Abdul Rahman</b>  Director General, Malaysia Productivity Corporation, Malaysia</p>		
12.00-12.10	Short Coffee break		
12.10-13.30	<p><b>Parallel session:</b>  <b>EFQM Self Assessment</b></p> <p><b>Tourism sector and the promotion of Business Excellence in the Basque Country</b>  <b>Fernando Sierra</b>  Excellence Award Manager, Euskalit Basque Foundation for Quality, Spain</p> <p><b>Improving the Competitiveness of the Tourism Sector in Ireland</b>  <b>George Wilson</b>  Business Assessor, Centre for Competitiveness, Quality Excellence Department, UK</p> <p><b>Business Excellence in Tourism Sector in Finland</b>  <b>Heikki Savolainen</b>  Finland</p> <p><b>Benchmarking Based on Self Assessment According to the EFQM Excellence Model</b>  <b>Lajos Bernath</b>  CEO, Qualimed Group, Hungary  <b>Zsolt Katonai</b>  Deputy Managing Director, Qualimed Group, Hungary</p>	<p><b>Parallel session:</b>  <b>Lean and Productivity management</b></p> <p><b>Benchmarking club and Lean management</b>  <b>Dr Robert Veresegyhazy</b>  and  <b>Peter Stasztny</b>  Manager, Association of the Hungarian Automotive Industry, Benchmarking Club, Hungary</p> <p><b>Best Practices in Lean management implementation in Hungary</b>  <b>Dr. Balazs Nemeth</b>  Managing Director, Kvalikon Ltd., Hungary</p> <p><b>The Role of Benchmarking in Product Life Cycle Management: A Case Study From Turkish TV Manufacturer</b>  <b>Dr-Ing. Dincer Yarkin</b>  Izmir University Of Economics, Turkey</p> <p><b>Partner management from an operational approach</b>  <b>Koppany Kelemen</b>  Managing Director, Clearinfo</p>	<p><b>Parallel session:</b>  <b>Inside Benchmarking in Multinational Companies</b></p> <p><b>MOL Group Chairman Excellence Award - practices and improvements</b>  <b>Gabor Tompos</b>  Senior Advisor, Head of Business Excellence and Management Systems department, MOL Plc., Hungary</p> <p><b>Benchmarking the Telco in an era of Functional Separation</b>  <b>Russ Simpson</b>  Access Benchmarking Manager, Access Engineering and Innovation, Chief Engineer's Unit Openreach, British Telecom, UK</p> <p><b>Old beliefs do not lead you to new cheese</b>  <b>Simone Smolinska</b>  Head of Quality, Le Belier East Europe</p> <p><b>How to achieve everlasting administration through Benchmarking learning?</b>  <b>Mei-Ling Chen</b>  Head of International Business Management Department, Associate Professor, Da-Yeh University, Taiwan</p>



13.30-14.30 Lunch

14.30-16.00 **About Lean management**

**Zoltan Kiraly**

Managing Director, Jabil Hungary, Hungary

**Meeting Global Challenges through business excellence**

**Lihkuan Lee**

Business Excellence Project Manager, China Productivity Center, Taiwan

**Leadership, organisational change and building trust between leader and follower**

**Prof. Taina Savolainen**

Professor, University of Joensuu, Department Business and Economics, Finland

16.00-16.10 **CLOSING**

The speakers and partners of the conference will be well known gurus, experts and practicing managers of benchmarking from all over the world. We are glad to have nine speakers from the GBN at this prestigious conference.



Dr Robert Camp,  
USA



Dr Robin Mann, New  
Zealand



Navin Kapoor,  
United Arab Emirates



Dr Holger Kohl,  
Germany



Lihkuan Lee,  
Taiwan



Bruce Searles,  
Australia



Terry Pilcher,  
United Kingdom



Dato'Nik Zainiah Nik  
Abd Rahman,  
Malaysia



Ahmed Abbas,  
Bahrain

## GBN Membership

We are very happy to welcome the **BestPrax Club** from India and the **Romanian Benchmarking Association** from Romania as new members of our Benchmarking Community!



### **BestPrax Club Private Limited (India)**

The BestPrax Club was established by Qimpro in 2005, to provide a networking and learning forum for member organizations that wish to share and grow their generic business practices.

Our vision is to be recognized as the largest benchmarking clearing house in South Asia.

The mission of BestPrax Club is to enable aspiring Indian organizations to accelerate their transformation process, through adoption of generic best practices, both national and international; and to accomplish best-in-class performance for these practices in their respective environments. The secondary mission of the BestPrax club is to enable international organizations to understand and appreciate Indian generic business practices, and thereby facilitate educated decisions on managing and dealing with Indian organizations.

Our services consist of the following:

#### **Self Assessments**

Baldrige-like assessment for over 135 managerial practices

#### **Benchmarking**

Benchmarking studies and knowledge mining for global 'Best' practices

#### **Innovation**

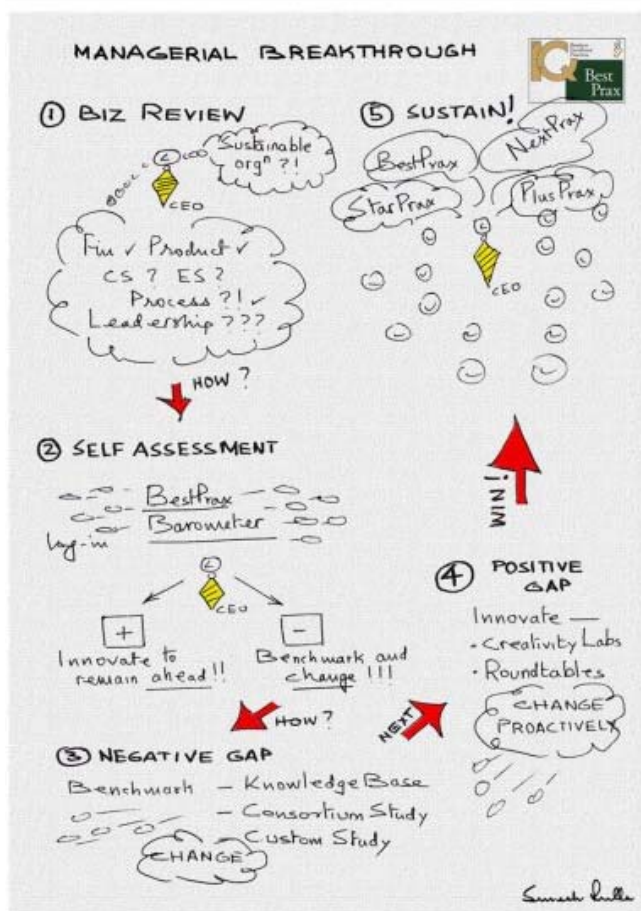
Creativity labs and executive roundtables for ideation

#### **Recognition**

Annual competitive award to recognize excellence in managerial practices

Please visit our website for details: <http://www.bestpraxclub.com>





#### 1. Biz Review

Creating a sustainable organization is, and will continue to be, a strategic challenge for CEOs. Measuring organizational performance by reviewing financial results is equivalent to driving a car by only looking at the rear-view mirror. To strategize sustainability a CEO should have continual access to balanced performance metrics for: Product and Service Quality; Customer Satisfaction; Financial Results; Employee Satisfaction; Process Effectiveness; Leadership and Social Responsibility

#### 2. Self Assessment

The BestPrax Barometer is an on-line tool that enables a CEO to activate a Baldrige like assessment, for over 135 managerial practices, stratified into 12 business elements. Designated managers participate in the activated assessment (or sub-assessment). The output of each assessment is a feedback report. The feedback report highlights the strengths (positive gaps) and the opportunities for improvements (negative gaps) for an assessed business element.

#### 3. Negative Gap

The Club helps the organization to improve on their negative gaps through benchmarking for metrics and business practices using the following:

- Knowledge mining for national and international 'best' practices
- Consortium benchmarking studies in association with our international partners
- Custom benchmarking studies in association with our international partners

#### 4. Positive Gap

The Club helps the organization to innovate on their positive gaps through ideation services such as:

- Creativity Labs for ideation on 'next' business practices
- Executive Roundtables for sharing and growing ideas on operational issues

#### 5. Sustain !

It is not compulsory to survive!!!

Source: <http://www.bestpraxclub.com/images/NapkinSketch.jpg>



### Suresh Lulla

Suresh Lulla established Qimpro Consultants Private Limited in 1987 as a focused quality management consultancy based on The Juran Trilogy: quality planning, quality control, and quality improvement. Since inception, Qimpro has saved Indian corporates over Rs 6,000 crores in terms of costs of poor quality, using the Juran methodologies. Currently, Qimpro is the exclusive Indian affiliate of David Hutchins International, UK; GOAL/QPC, USA; and Quality Council of Indiana, USA. Apart from India, Qimpro has conducted assignments in Thailand, Malaysia, Singapore, Indonesia, Pakistan, Sultanate of Oman, Iran and Kenya.

In 1991, Mr Lulla established Qimpro Standards Organization for conducting assessments and audits of organizations against business excellence models as well as world-class quality systems criteria. Several client organizations have won the IMC Ramkrishna Bajaj National Quality Award, Deming Application Prize, and Asia Pacific Quality Award.

In 1992, Mr Lulla initiated an improvement-team competition for the QualTech Prize. This competition currently extends to innovation.

In 1994, as Chairman of the IMC Quality Awards Committee, Mr Lulla instituted the IMC Ramkrishna Bajaj National Quality Award for business excellence; and the IMC Juran Quality Medal for a role model quality evangelist.

In 2000, Mr Lulla established Qimpro Foundation for recognizing individual excellence in quality-statesmen, -leaders, -managers and -facilitators. Apart from business, the foundation also focuses on quality in education and healthcare.

In 2005, Mr Lulla launched the BestPrax Club for sharing and growing 'generic' business practices.

### Areas of Specialization

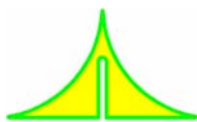
- Coaching and Mentoring for Quality Leadership
- COPQ Assessments and Solutions
- Best Practices Networking
- Designing and Managing Recognition Processes
- Senior Management Placement

Full profile available here: [http://www.qimpro.com/Suresh\\_Lulla.php](http://www.qimpro.com/Suresh_Lulla.php)



### Romanian Benchmarking Association

The Romanian Benchmarking Association (ARoB) was formed in 2008. All our actions focus on seven main themes:



- Innovation Processes
- Market-orientation
- Improving Communications between RTD entities
- Knowledge Management
- SME Support
- Building and developing Public Frameworks for Innovation
- Establishing World-Wide Benchmarking Networks

### Vision

- Being recognized and respected as Romania's and Europe's leading RTD Benchmarking Organization by
- Promoting best RTD practices and breakthroughs
- The Participation in ARoB helps our members to improve the effectiveness of their RTD and innovation
- Using a wide area of tactics in order to promote excellence in RTD practices: meetings, reports, presentations, web sites, e-zines, all of them endorsed by the most salient experts;
- Giving RTD experts the chance to exploit the whole potential of the persons involved in RTD activities.

## *Mission*

ARoB will act by trainings and workshops to promote benchmarking principles and meeting of action, will organize meetings, conferences and educational courses to put together the interested people.

### **Dr. Diana Badea, ARoB**

- Surname, first name, date of birth: Badea, Diana Mura, 23<sup>rd</sup> May 1950
- Studies: POLITEHNICA University Bucharest (Romania), Specialized in: Mechanical Engineering
- Postgraduate studies: "Analyst-programmer" and "Stress analysis" - 1st degree senior scientific researcher.
- Scientific title: PHD eng. „ Influence study of primary elements - membrane type - over pressure transducers used in difficult exploitation conditions“. Member of professional associations: AMFOR, AGIR.
- Actual work place (institution): President of Scientific Council at National Institute for Research and Development in Precision Mechanics, Bucharest.
- Contact: [dianammura@gmail.com](mailto:dianammura@gmail.com)



As you might have already noticed, Milan Trcka (Czech Society for Quality) has retired from his current position. In the name of all GBN Members we would like to say thank you very much Milan – for your contributions to the GBN and to benchmarking in general.



Milan Trcka



Libor Friedel

As Milan's successor we welcome Mr. Libor Friedel as new contact person for Benchmarking affairs of CSQ: [Friedel@csq.cz](mailto:Friedel@csq.cz)



Unfortunately we must confirm that the Benchmarking Club of Business International (Italy) has left the GBN.

## GBN Members Activities



### Benchmarking Partnerships

#### Australia

#### News

Visit, meet and learn best practices from **German Knowledge Management Champions in Germany** (Joint with BCS Management Services & eureka Knowledge and Innovation Services) – **December 1<sup>st</sup> to 5<sup>th</sup> - Bremen, Hildesheim & Frankfurt**  
Includes Airbus, Atlas Elektronik, Siemens, Blaupunkt – Bosch, SME network, German KM Association etc.

Further Information:

[https://www.benchmarkingpartnerships.com.au/w\\_KMChampions-Germany.htm](https://www.benchmarkingpartnerships.com.au/w_KMChampions-Germany.htm)

**Business Excellence Award Winners in Australia** (Joint with SAI Global – B.E.S.T. Tour) **October 27<sup>th</sup> to 30<sup>th</sup> - Brisbane, Melbourne & Hobart**

Further Information:

<https://www.benchmarkingpartnerships.com>

#### Benchmarking projects

Current Projects (Selection):

- Tailored / Customised frameworks and self assessment projects - refer  
<https://www.benchmarkingpartnerships.com.au/AssessmentsDiagnostics.pdf>
- Business Excellence Study Tour and Case Studies of Award winners – joint with SAI Global
- Systems Thinking workshop with a leading City Council organisation
- Strategic Supplier Assessment Tools and Analysis – large energy utility
- Facilities Management Service Level Agreements and Benchmarking for large research and production site
- Strategic customer centric focus project with a large award winning utility
- Change Management workshops with a leading private Organisation in Sydney and Melbourne
- Simple Strategic Planning / Performance Management and Benchmarking for Deployment for Organisations

*Coming up in 2009 (Selection):*



- CLIP - UK Lean Improvement Process – various locations in Australia
- Fleet Safety Benchmarking Workshops – Heavy and Light Vehicles
- Succession Planning, Benefits Realisation and Partnering & Alliances workshops
- HR benchmarking Communities of Practice
- Knowledge services, access to international compendiums of good practice: Customer Centricity and Leadership Development Framework

For further information please contact Mr. Bruce Searles at:  
[bruce@benchmarkingpartnerships.com.au](mailto:bruce@benchmarkingpartnerships.com.au)



## Information Centre Benchmarking

### Germany

#### News and Benchmarking projects

During the last year we worked at projects on the following issues:

- Introduction of the Benchmark-Index in Poland and Czech Republic
- Benchmarking Project on document logistics and document management
- Benchmarking of R&D in European Air Traffic Control Organizations

For the upcoming year we are planning projects on:

- Introduction of BenchmarkIndex in Malaysia and Australia
- Benchmarking of simultaneous engineering in R&D processes in German automotive industry
- Introduction of capitalized compliances for SMEs in Europe
- Benchmarking on Intellectual Capital Management

#### Publications

Currently we are preparing the second edition of our benchmarking book "Benchmarking – Learn from the Best in Class"

For further information please contact Dr. Holger Kohl at:  
[holger.kohl@ipk.fraunhofer.de](mailto:holger.kohl@ipk.fraunhofer.de)



## **BestPrax Club Private Limited**

### **India**

#### **News**

The BestPrax Club recently hosted the Qimpro Convention – for excellence in Improvement and Innovation. Visit the Convention website for more details: <http://convention.qimpro.com>

The eighth BestPrax Roundtable was held earlier this month. The topic for the Roundtable was: “Nurturing Talent to Manage Attrition.” For more information on the Roundtables visit: <http://www.bestpraxclub.com/roundtable.aspx>

The hottest BM topic at the moment is Attrition and the Cost of Poor Quality

#### **Benchmarking projects**

Project on Cost of Poor Quality - Manufacturing

#### **Conferences and Benchmarking Workshops**

- Organized the Qimpro Convention 2008
- Attended an executive briefing by Dr Robert Camp in Mumbai - 10 years back and participated in a 2-day workshop on Benchmarking at Juran Institute, Connecticut, USA – 10 years back

#### **Publications**

- Insights: 54 Insights published till date
- Epsilons: 7 Epsilons published till date
- Convention Proceedings and monthly Newsletter

For further information please contact Mr. Suresh Lulla at: [ssl@bestpraxclub.com](mailto:ssl@bestpraxclub.com)



## **TUV Nord Polska Sp. Z.o.o.**

### **Poland**

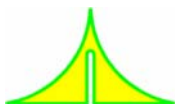
#### **News**

From April 2008 TUV Nord Polska has cooperated with business consulting company. Together we offer Benchmark Index with strategy analysis as a complexity service for our clients. We also offer trainings and seminars.

#### **Benchmarking projects and conference**

In the nearest future we are planning conference in Warsaw. Conference topic is: Result benchmarking in use of Balanced Scorecard - international device of Benchmark Index

For further information please contact Mr. Henryk Warkocz at: [h.warkocz@tuv-nord.pl](mailto:h.warkocz@tuv-nord.pl)



## Romanian Benchmarking Association

### *Romania*

#### News

Starting with 30.07.2008 ARoB obtained his new logo.

#### Benchmarking projects

Like component of the National Programme for RTD, AroB started the project „Prospectiv Study on the Benchmarking implementation in Romania”, covering the period September 2008 to August 2010.

For 2009, AroB plan to start the actual project proposal financed via Structural Funds: „ Center of resources for GRID-ENCHMARKING”

#### Conference Participation

The 9<sup>th</sup> International Conference on Mechatronics and Precision Engineering 12<sup>th</sup> – 14<sup>th</sup> June 2008, IAȘI: “The strategic, performance and process benchmarking using for the economic support having in view the use integration”

Symposium “Results of Romanian Research Activity in the field of IT&Comunication” organised at Cap Aurora, 17-20 June 2008”  
“Caring out the Benchmarking National Net for Companies”

#### Publications

ARoB realised to print the 2 books:

1. BENCHMARKING - ANALYSE &COMPETITIVITY
2. BENCHMARKING & QUALITY

For further information please contact Mrs. Diana Mura Badea at:  
[dianammura@gmail.com](mailto:dianammura@gmail.com)



## BCS Management Services

### *United Kingdom*

#### News

We continue to be involved in Benchmarking and Management Best Practice projects providing support as required through the services of associates.

At the present time projects are focused on Germany, India, Australia, the US, UAE and the UK.

In terms of hot topics **Customer Focus** and **Knowledge Management** appear to be areas of particular interest.

#### Benchmarking projects

Our major benchmarking project involves being a partner in the benchmarking tour **Meet the German KM Champions** which is due to take place in early December.

## Conferences

We are due to speak at the on the implementation of the **Customer Service Excellence Standard** in the UK and its possible use in other countries.

## Publications

A publication will be produced in support of the **Meet the German KM Champions** tour later this year.

For further information please contact Mr. Terry Pilcher at:  
[BCSMgt@aol.com](mailto:BCSMgt@aol.com)



## Best Practice Institute USA

### News and Benchmarking projects

The Best Practice Institute conduct research, education and consultation in the capture, exchange and adoption of best practices worldwide through benchmarking. During the last year we have undertaken projects on the following topics:

- Inventory and supply chain best practices for worldwide lubricants manufacturer
- Safety, health, environmental and risk best practices for a major research university
- Education and support for management team of global lighting organization

For the upcoming year we are planning projects on:

- Education and consultation support to leading pharmaceutical firm
- Supply chain best practices for leading high technology organization
- Supply chain best practices for organizations in Southeast Asia marketplace

For further information please contact Dr. Robert C. Camp at:  
[rcampbpi@worldnet.att.net](mailto:rcampbpi@worldnet.att.net)





## Centre for Organisational Excellence Research

New Zealand

### News

COER, on behalf of the Global Benchmarking Network, has been conducting research to identify “the current status of business improvement tool use worldwide and how organisations are using benchmarking”. Initial survey results are shown in Figures 1 and 2 – data from 440 companies. Full survey results will be shown at the GBN’s AGM and conference.

COER has been giving training in TRADE Best Practice Benchmarking in Taiwan and Singapore and facilitating TRADE best practice benchmarking projects in Singapore. See the TRADE stages below:



- Terms of Reference (plan the project)
- Research (research current state)
- Act (undertake data collection & analysis)
- Deploy (communicate & implement best practices)
- Evaluate (evaluate the benchmarking process & outcomes)

Participants of TRADE training in Taiwan – a joint initiative between GBN member’s China Productivity Centre and COER.

COER recently created a new website for start-up organisations and SMEs to assist them in reviewing their performance management systems. This website is called Plan4success.com and will be launched soon - located at [www.plan4success.bpir.com](http://www.plan4success.bpir.com).

### Benchmarking projects

- Best Practice Tour to Singapore for Kuwait Executives in February 2009.
- Plan to complete a book on benchmarking.
- Plan further improvements to BPIR.com. For example, forums and e-benchmarking surveys. We had hoped to introduce these last year but other development work on the BPIR had to take priority.

### Publications

- BPIR.com Best Practice Management Briefs on Six Sigma, Sustainability, Project Management, Corporate Performance Management and Workplace Conflict in 2008.
- Research papers in 2008:
  - Mann, R.S., Grigg. N. and Saunders, M (2008). The utilisation of business excellence models: Australia and international experience. Total Quality Management Journal.
  - Jayamaha, N, Grigg. N and Mann, R (2008), Empirical Validation of Three Similar Australasian/Asia Pacific Business Excellence Models: What Can We Learn? Total Quality Management and Business Excellence Journal.

- Adebajo, D. and Mann, R (2008). Sustainability Of Benchmarking Networks: A Case-Based Analysis Total Quality Management and Business Excellence Journal, Vol 19, No 1-2, p109-124.

For further information please contact Dr. Robin Mann at:  
[R.S.Mann@massey.ac.nz](mailto:R.S.Mann@massey.ac.nz)



## Global survey on business improvement and benchmarking

### First results

Figure 1 shows the popularity of 20 business improvement tools. Customer (Client) Surveys were the most popular (used by 87% of organisations), followed by Informal Benchmarking (82%), Mission and Vision Statements (80%) and Strengths, Weaknesses, Opportunities and Threats (80%). Performance Benchmarking was used by 56% and Best Practice Benchmarking by 42%.

Surprisingly Six Sigma was the least popular with only 18% of organisations using the tool.

**Figure 1 – Use of business improvement tools worldwide**

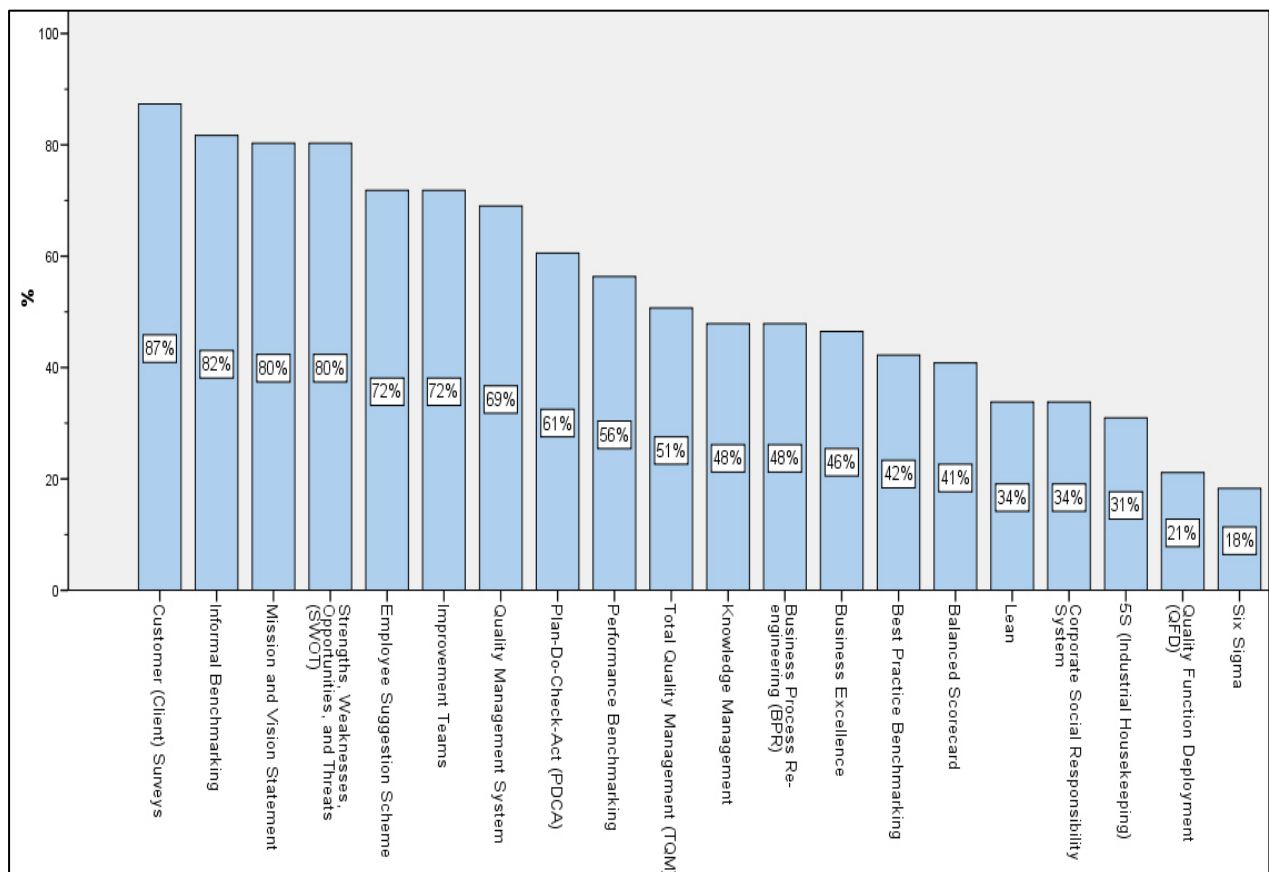
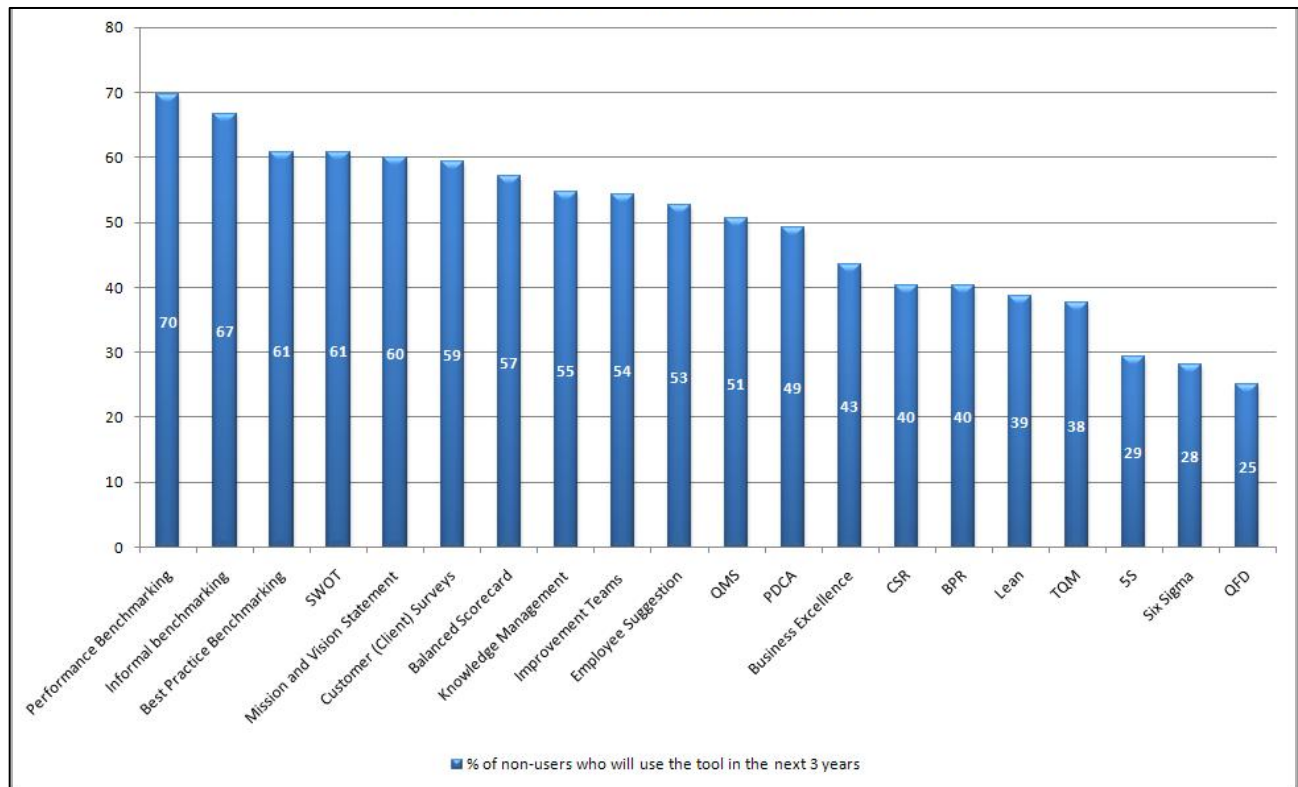


Figure 2 shows the likelihood of companies using an improvement tool in the future. Therefore if a company was not using a particular tool they were asked if they were likely to use it in the next three years. The highest %'s were recorded for benchmarking with between 60-70% indicating that in the next three years they were likely to use Informal, Performance and Best Practice Benchmarking.

**Figure 2 – Improvement tools that non-users plan to implement in the next three years.**



Definitions of the different types of benchmarking can be found on COER's website [www.coer.org.nz/trade.htm](http://www.coer.org.nz/trade.htm).

The survey from which the data is from can be found at <http://gbn.bpir.sgizmo.com/>.

Survey data will continue to be processed by our researchers if you still wish to participate.

## GBN Contact Details



Dr Robin Mann  
GBN Chairman  
Centre for Organisational Excellence  
Research,  
Institute of Technology and Engineering  
Massey University  
Palmerston North  
New Zealand  
Phone: +64 6350 5445  
Fax: +64 6350 5604  
E-Mail: [R.S.Mann@massey.ac.nz](mailto:R.S.Mann@massey.ac.nz)



Ronald Orth  
GBN Secretary  
c/o Informationszentrum Benchmarking  
at Fraunhofer IPK  
Pascalstr. 8-9  
10587 Berlin  
Germany  
Phone: +49 03 39006 -171  
Fax: +49 03 393 25 03  
E-Mail: [ronald.orth@ipk.fraunhofer.de](mailto:ronald.orth@ipk.fraunhofer.de)



The GBN comprises benchmarking centres in the following countries:

Australia, Canada, Czech Republic, Dubai, Germany, Hungary, India, Ireland, Malaysia, Mauritius, New Zealand, Poland, Romania, 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.**