

Dear GBN Members

We are very happy to welcome the Bahrain Quality Society as a **new member** of our Benchmarking Community.

Core topics of this issue are the **18th Annual General Meeting** and the **4th GBN International Benchmarking Conference** in Bahrain at October 27th-28th, 2009. The 18th AGM is scheduled for October 25th and 26th, 2009. This year's venue for the AGM will be Bahrain. This will bring together all GBN members and will provide opportunities for sharing ideas, techniques and experiences for increasing the awareness and use of benchmarking within our own countries and globally.

Of importance is that all members promote the GBN's conference. The conference helps to promote benchmarking, raise the GBN's profile, and income generated helps to support GBN projects from which we all benefit. Please ensure your website links to the GBN conference website at www.bestpracticeconference.com.

If you wish to give a presentation at the conference inform Ahmed, ahmed@bahrainquality.org, of the Bahrain Quality Society by 15 June.

In the newsletter, new sections and amendments to the GBN website are outlined to promote the cooperation and knowledge exchange among GBN members and to improve our joint marketing efforts.

Enjoy reading and happy benchmarking!



Ronald Orth
GBN Secretary



Robin Mann
GBN Chairman

**PS. Would your country like to host the Annual GBN Conference in 2010?
If you might be interested contact Robin for further information.**

Conferences and Events



53rd EOQ - European Organization for Quality Congress "Quality in an Age of Transition " May 12th – 14th, 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



10th Annual Asian Six Sigma Summit 2009 June 15th – 19th, 2009, 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.site-members.com/eventwebsites/12895.003/index.php>

Six Sigma
& Process Excellence
a division of IQPC



12th Annual Business Process Excellent Summit 2009

June 23rd – 26th, 2009, 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.iqpc.com/ShowEvent.aspx?id=145340>

GBN Membership

New Member



Bahrain Quality Society

Bahrain Society for Quality was established in the Kingdom of Bahrain in October 1999 with the aim of contributing towards the economic growth of the Kingdom, through improving the competitiveness of Bahraini companies and organization by dissipating the concepts, principles and quality systems to develop all aspects of society

Mission: Bahrain Quality Society is seeking to develop quality individuals, institutions and societies by spreading the culture and science of quality management and assistance in its applications in the Kingdom of Bahrain.



Contact point: Ahmed Abbas

Ahmed Abbas is a Quality Supervisor in Bahraains' Labour Market Regulatory Authority and board member in Bahrain Quality Society. Ahmed has an active role in increasing awareness of quality and standards within Bahrain, through organising seminars, workshops and training sessions to Bahraini organisations, especially SME. He is in involved in several national projects such as the Quality Management System Scheme which is introduced by Labour Fund to help Bahraini entrepreneurs to improve their performance. Ahmed obtained his master degree in Strategic Quality Management from Portsmouth University and currently doing his research degree at Massey University, New Zealand.

Mr. Ahmed Abbas

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Fax: +973 - 17910098

E-Mail: ahmed@bahrainquality.org

18th Annual General Meeting, 25-26th October 2009, Bahrain



Bahrain Quality Society is hosting the 18th Annual General Meeting of the Global Benchmarking Network, courtesy of Mr. Ahmed Abbas (see photo). Venue of the meeting is the Diplomat Radisson SAS Hotel Residence & Spa. The agenda for the AGM will be issued by the end of August.. If you have any topics or presentations that you would like to give at this meeting please inform **Dr Robin Mann** by the 31 July.

4th International Benchmarking Conference, 27-28th October 2009, Bahrain



With the Global Benchmarking Network conducting its 18th Annual General Meeting on 25th and 26th October in Bahrain courtesy of the Bahrain Quality Society, we at Bahrain Society and Global Benchmarking Network take immense pride in bringing the **4th International Benchmarking Conference to Bahrain on the 27th and 28th October, 2009.**

If you would like to give a **presentation at the conference** please contact Ahmed, ahmed@bahrainquality.org, by **15 June 2009.**

For further Information on the conference go to <http://www.bestpracticeconference.com>



4th International Benchmarking Conference | Welcome
Kingdom of Bahrain, 27 – 28th October 2009.

Homepage | BQS | About Bahrain | Contact

Welcome note from the Bahrain Quality Society and Global Benchmarking Network

Today's deepening financial crisis is biting the real economy, dragging western nations into severe slumps, and choking world trade. More than ever before it is only the fittest that will survive. So how can an organisation survive and grow in today's economic climate? A key mechanism to do this is through benchmarking – learning from the experience of others. Through benchmarking you can learn how other organisations are responding to the economic downturn and adapt and implement their best practices to lead your organisation to future success, to achieve this we need to improve our understanding and share our experiences.

With the Global Benchmarking Network conducting its 18th Annual General Meeting on 25th and 26th October in Bahrain, we at Bahrain Quality Society and Global Benchmarking Network take immense pride in bringing the 4th International Benchmarking Conference to Bahrain on the 27th and 28th October, 2009.

This conference, which brings together various leading organisations 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 organisational operations. This is a unique opportunity to learn from some of the world's top speakers in the business field.

Organisations are invited to participate in this one-off event in which benchmarking and best practice concepts are relevant to all. There are also opportunities to sponsor this prestigious event which has Global links.

We look forward to your support so that we can help your organisation in the journey of business excellence.

Best regards

Dr. Robin Mann
Chairman – Global Benchmarking Network
Director Centre for Organisational Excellence Research and BPIR.com Ltd

Why Attend? | Programme | Speakers | Venue | Registration | Conference Sponsors | Call for Papers

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Review: 17th Annual General Meeting and 3rd International Benchmarking Conference, Budapest, October 2008.

17th Annual General Meeting of the GBN

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.globalbenchmarking.org .



From left to right: Mario Görmer, Terry Pilcher, Robin Mann, Ahmed Abbas, Bob Camp, Holger Kohl, Bruce Searles and Karolina Sugar



3rd International Benchmarking Conference

This conference brought together various leading organizations and business professionals from around the globe, proved an excellent platform for sharing and exchanging views, ideas, experiences and techniques involved in attaining higher performance levels in organizational operations. The speakers and partners of the conference were well known gurus, experts, researchers and practicing managers of benchmarking from all over the world.



Thank you very much to Karolina, Andrea and the whole team of the Hungarian Association for Excellence for organizing and hosting the 17th AGM and 3rd International Benchmarking Conference.

Conference Presentations are available at www.globalbenchmarking.org

GBN Project: Global survey on business improvement and benchmarking

In today's world of fierce competition customers continually demand higher quality at lower prices and in a shorter time. To meet this demand organisations have adopted different tools, techniques and strategies in order to improve their operational performance and strategic position. This report shows in graphical format the responses received. In total 454 responses were received from 44 countries.

Mission and vision statements and customer surveys are the most used of 20 improvement tools, followed by strengths, weaknesses, opportunities, threats, and Informal Benchmarking (68%). Performance Benchmarking was used by (49%) and Best Practice Benchmarking by (39%). Between 65-67% of respondents identified the different types of benchmarking as having a moderate to high effect. 20% reported an average financial return of over US\$250,000 per project.

The main benefits of benchmarking, in order of importance, were reported as:

- improved performance of processes,
- learnt what other organizations are doing and
- major strategic issues addressed.

The factors that were reported as most important for benchmarking success were:

- support of top management,
- understanding of own processes,
- clear project objectives and
- linking of project objectives to strategic objectives.

The tools that are likely to increase in popularity the most over the next three years are Performance Benchmarking, Informal Benchmarking, Strengths, Weaknesses, Opportunities, and Threats, and Best Practice Benchmarking. Over 60% of organizations that are not currently using these tools indicated they are likely to use them in the next three years.

Of those organizations that do some type of benchmarking, approximately 20% regularly collect, review and act on benchmark data that covers the full spectrum of their activities (including employee, financial, process, product and service and customer data). The most popular areas to conduct benchmarking projects are in customer service, administration, training and human resources, and corporate strategy and planning.

For a report on the results and findings from the survey click here use the link below:

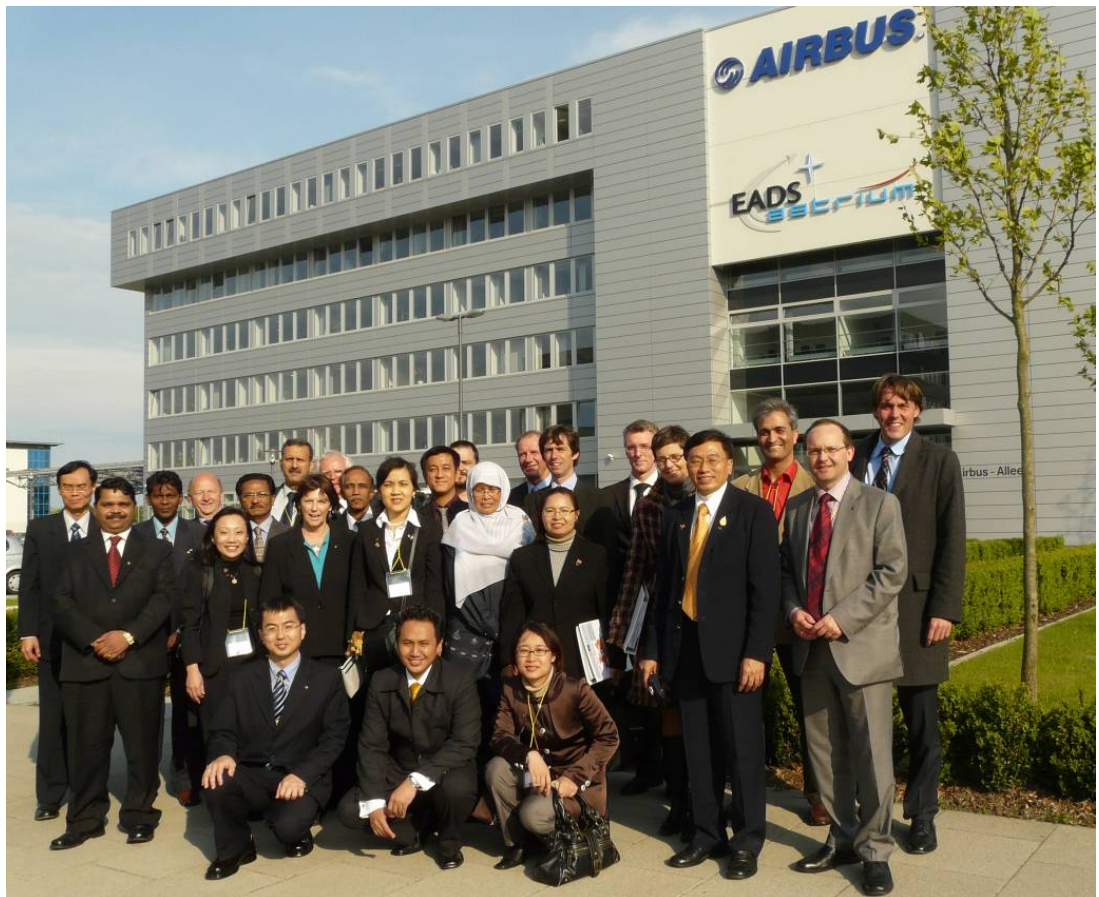
[Report showing the findings from a global survey on business improvement and benchmarking.](#)

KM Study Tour: Connecting People, Knowledge & Creative Ideas

Visit & Meet the German KM Champions First KM Study Tour: 26 April to 30 April 2009

In April, a few of our members (Australia, Germany, UK) got together to organise a Knowledge Management Tour of Germany. By all accounts the tour was very successful. Some of the key findings from the tour will be shared at the GBN meeting/conference in October.

The first KM Study Tour is proudly sponsored by the Asian Productivity Organisation (APO) and supported by the project "Fit for the knowledge competition" of the German Ministry for Economics and Technology.



With the climate as it is and with so many organisations needing to lay staff off the area of 'Knowledge Retention' and 'Intellectual Capital' is becoming even more important for survival into the future. The study tour gave good insights into how some of the best KM Champions in Germany are managing these areas in what are difficult times.

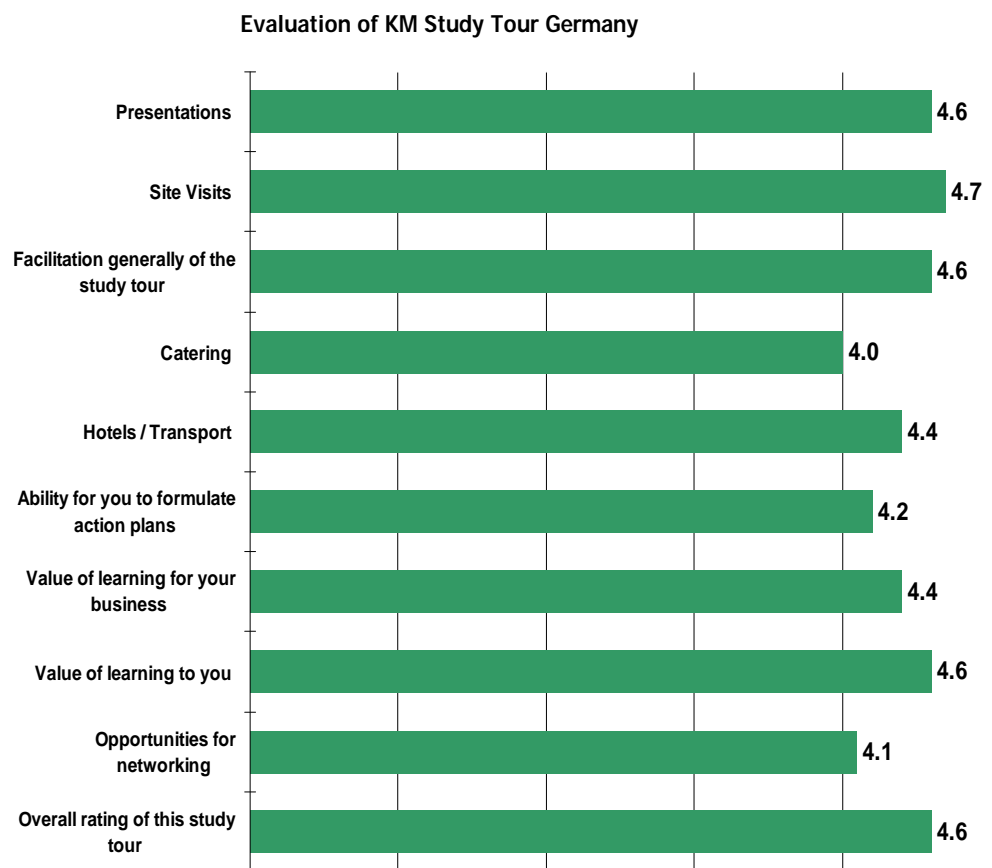
"The amount of practical KM sharing was phenomenal, and I only realize the extent thereof now as I report back to my colleagues on what I have learned and revisiting the presentations in the tour manual."

Riaan Joubert, Knowledge Management Champion, Industrial Development Corporation of South-Africa Limited

DELEGATE FEEDBACK

100% of the people who responded advised that they would recommend a similar Benchmarking Study Mission to others

On a scale of 1=Very poor, to 5 = Very good, the following responses were received from the 18 feedback forms submitted:



For further information please contact:

- Bruce Searles: bruce@benchmarkingpartnerships.com.au
- Terry Pilcher: BCSMgt@aol.com
- Peter Heisig: peter.heisig@eureki.org

News from the GBN Secretariat

Actualized Contact Data

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, target markets and core services. 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)

No.	Country	Contact person	Institution	E-mail	Address	Website
1	Australia	Mr. Bruce Searles	Benchmarking Partnerships	bruce@benchmarkingpartnerships.com.au	P.O. Box 3029 Asquith NSW Australia 2077	www.benchmarkingpartnerships.com.au
		Mr. Anton Benc	above	anton@benchmarkingpartnerships.com.au	above	above
2	Canada	Mr. Allan Ebedes	National Quality Institute	allan@nqi.ca	Suite 307 - 2275 Lake Shore Blvd. West, Toronto, Canada, M8V 3Y3	www.nqi.ca
		Dr. Bruce Nilsson	above	bruce@nqi.ca	above	above
3	Czech Republic	Mr. Libor Friedel	Czech Society for Quality (CSQ)	friedel@csq.cz	Novotného lávka 5, CZ-11668 Praha 1	www.csq.cz
4	Dubai	Ms. Samia al-Yousuf	Dubai Quality Group	samia@dgg.org	30, E Zayer, Dubai	
		Dr. Wafi Dawood	above	wafi_dawood@khda.gov.ae	above	
		Ms. Alaa Holy	above	Alaa@dgg.org	above	
5	Germany	Dr. Holger Kohl	Informationszentrum Benchmarking	holger.kohl@ipk.fhg.de	Fraun	
		Mr. Mario Görmer	above	mario.goermer@ipk.fhg.de		
6	Hungary	Mrs. Karolina Sugár	Hungarian Association for Excellence	info@kivalosag.hu		
		Mr. Kalman Szabo	above	szabo@umfa.hu		
7	India	Mr. Suresh Lulla	BestPrax Club Private Limited	ssl@bestprax.com		
		Mr. Amit Kallianpur	above	amit@bestprax.com		
8	Ireland	Ms. Irene Collins	Excellence Ireland Quality Association (EIQA)	info@eiqa.ie		

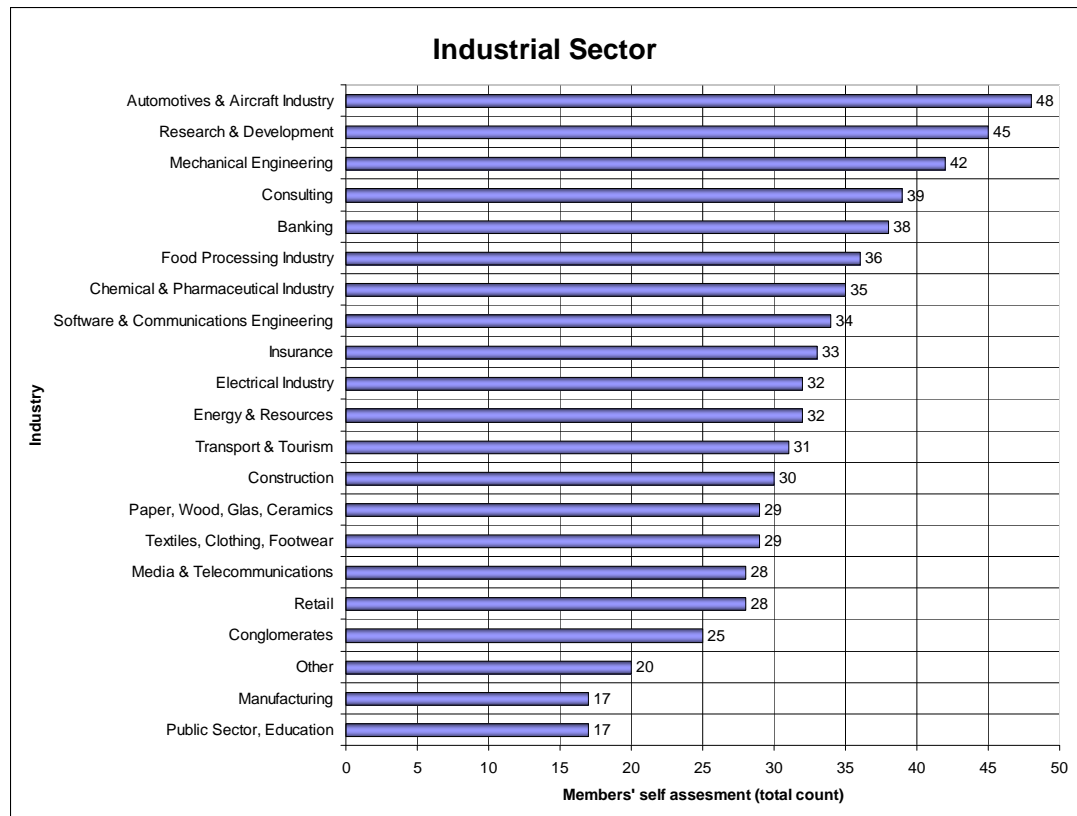
The screenshot displays the GBN website interface, showing detailed profiles for members from Hungary, India, and Ireland. Each profile includes the member's name, contact information, and a brief description of their organization's focus on benchmarking and quality management. The website layout is clean and professional, with a clear navigation structure.

Companies that conduct Benchmarking studies usually compare themselves with worldclass companies. That is why in 1995 the Global Benchmarking Network (GBN) was founded. Its purpose is to find international Benchmarking partners and to support the exchange of the different national approaches.

To identify the strengths of our members and moreover the opportunities which evolves, we decided to ask our members for an estimation of their barycentre industries and furthermore for an estimation of their Benchmarking types.

GBN's Industry Expertise

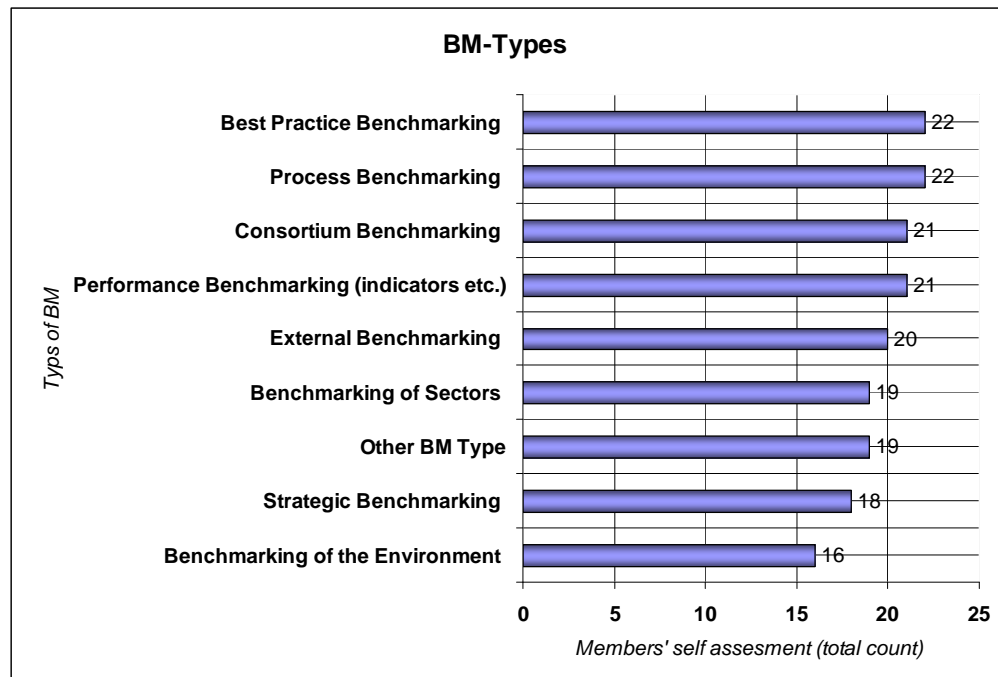
In the diagram are the core industries illustrated, in which the GBN members operate. It can be shown that they are represented especially strong in the automotive and aircraft industry, were as less than half are operating in public or educational sector. The experiences in the different sectors enabled out members to help companies to benefit form different sectors and to get a wide range of experience.



GBN's Benchmarking Expertise

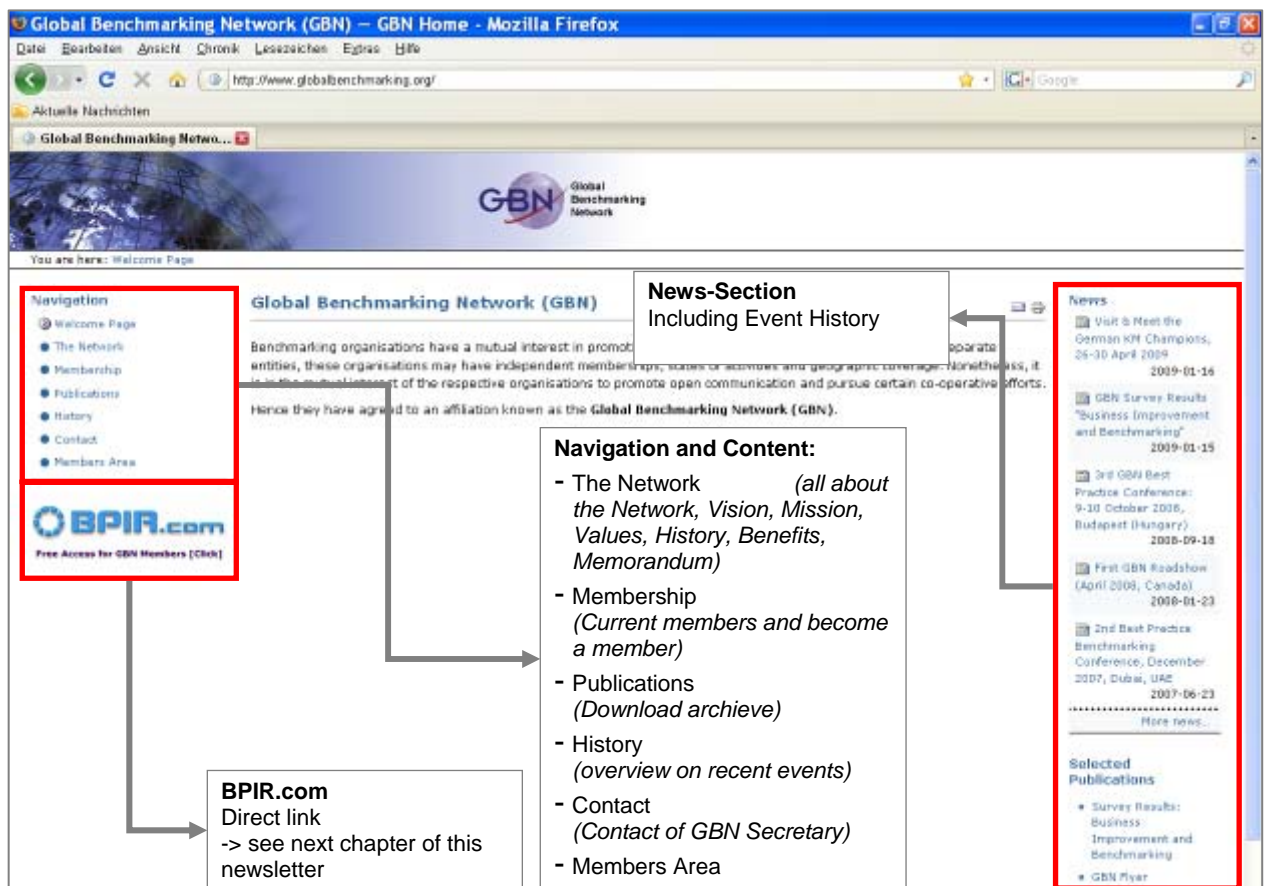
Benchmarking is the search for solutions, based on the best methods and procedures in the industry - the 'Best Practices' - that guide companies to their top performance. (Camp 1994)

Moreover, we identified that our members use all types of benchmarking in the identified industries, but were especially strong in Best Practise Benchmarking and Process Benchmarking. This spread of different types of Benchmarking is a strong indicator for the experience of the GBN and bears great potential for collaborations with companies and their special needs.



GBN Website Relaunch

During the last weeks, changes were made on the GBN-Website. As a result we are confident that the new homepage will make it easier for you as a user to go thru the navigation menu and to find information. We reordered the main navigation menu in order to get a clear and defined structure. This separation makes it easier for you to either scan the announcements for new items of interest or to flip thru the different sections. What you see at the moment on the home page is just the beginning, not the end we still work on the new homepage in order to provide an easy use and a clear structure.



Navigation

- Welcome Page
- The Network
- Membership
- Publications
- History
- Contact
- Members Area

News-Section
Including Event History

Navigation and Content:

- The Network *(all about the Network, Vision, Mission, Values, History, Benefits, Memorandum)*
- Membership *(Current members and become a member)*
- Publications *(Download archive)*
- History *(overview on recent events)*
- Contact *(Contact of GBN Secretary)*
- Members Area

BPIR.com
Direct link
-> see next chapter of this newsletter

News

- Visit & Meet the German KM Champions, 26-30 April 2009 2009-01-16
- GBN Survey Results "Business Improvement and Benchmarking" 2009-01-15
- 3rd GBN Best Practice Conference: 9-10 October 2008, Budapest (Hungary) 2008-09-18
- First GBN Roadshow (April 2008, Canada) 2008-01-23
- 2nd Best Practice Benchmarking Conference, December 2007, Dubai, UAE 2007-06-23
-
Here news...

Selected Publications

- Survey Results: Business Improvement and Benchmarking
- GBN Myar

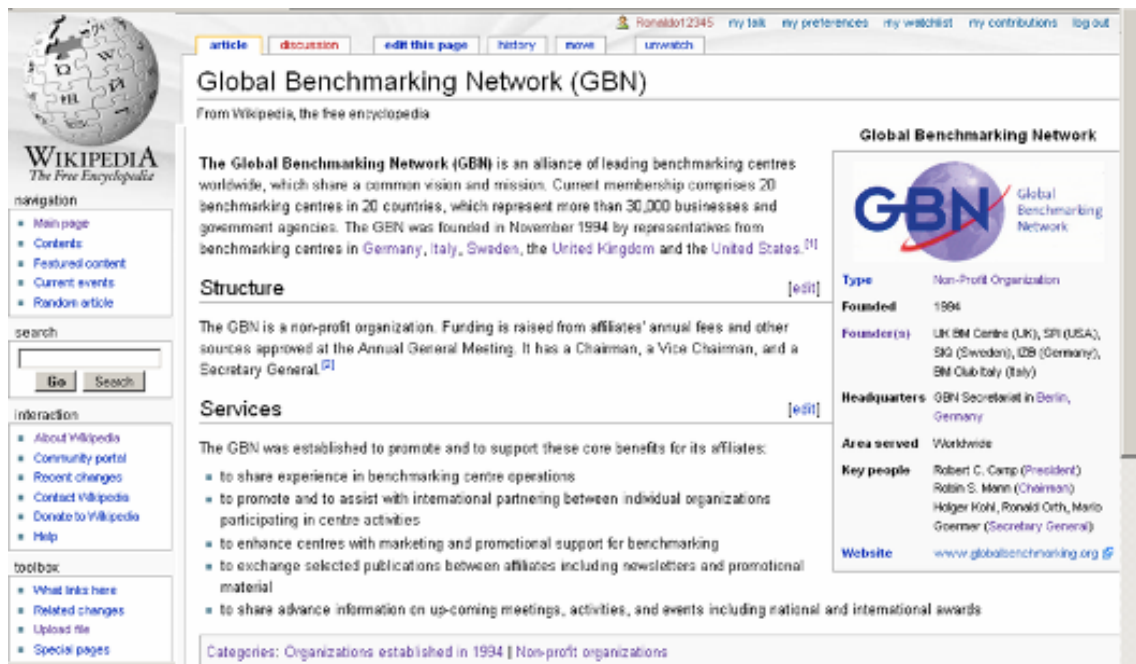
Contact:

Ronald Orth: ronald.orth@ipk.fhg.de

GBN@Wikipedia

Wikipedias are collected editions where people work together to write an encyclopedia. Wikipedia.com is a collection of 54,842 articles in which we now run in an article about the GBN. The specialness of this homepage is that every person can add valuable information about the topic. This gives use the opportunity to publish new comforts and to work together on the notification of the Global Benchmarking Network.

[http://en.wikipedia.org/wiki/Global_Benchmarking_Network_\(GBN\)](http://en.wikipedia.org/wiki/Global_Benchmarking_Network_(GBN))



The screenshot shows the Wikipedia article for the Global Benchmarking Network (GBN). The article is titled "Global Benchmarking Network (GBN)" and is part of the "Global Benchmarking Network" category. The article text describes the GBN as an alliance of leading benchmarking centres worldwide, which share a common vision and mission. Current membership comprises 20 benchmarking centres in 20 countries, which represent more than 30,000 businesses and government agencies. The GBN was founded in November 1994 by representatives from benchmarking centres in Germany, Italy, Sweden, the United Kingdom and the United States. The article also includes sections for "Structure", "Services", and "Key people".

Global Benchmarking Network

Type Non-Profit Organization

Founded 1994

Founder(s) UK BM Centre (UK), SBI (USA), SKG (Sweden), GB (Germany), BM ClubItaly (Italy)

Headquarters GBN Secretariat in Berlin, Germany

Area served Worldwide

Key people Robert C. Camp (President)
Ralfin S. Mann (Chairman)
Holger Kohl, Ronald Orth, Mario Goermer (Secretary General)

Website www.globalbenchmarking.org

Contact:

Ronald Orth: ronald.orth@ipk.fhg.den

BPIR- Business Performance Improvement Resource

The Business Performance Improvement Resource, BPIR.com, is a leading internet-based business information service. Access benchmarks, best practices, performance measures, business excellence tools, self-assessments, and a total of over 250,000 articles from around the globe. The BPIR is the essential resource for any person or organisation that wants to get better at what they do.



Please note that intending members automatically gain access to BPIR upon admission to the GBN!

Subscribing to the BPIR members' best practice community will provide:

- Eight integrated databases: Strategies, tools, and techniques, best practice case studies, performance measures and benchmarks, research reports, competitor analysis, over 250,000 articles (full access to 625+ top business related journals and publications) from around the world, award winning organisations, expert opinion, regular best practice management brief report (pdf file and HTML)
- Regular email newsletter
- Self-assessment tools (for personal or organisational performance/skill assessment)
- Research request service
- Website review
- Discounted entry into selected partner events - e.g. conferences, workshops, seminars

Note: All GBN Members have free access to the BPIR!

<http://www.gbn.bpir.com/>

Contact:

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GBN Contact Details



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The GBN comprises benchmarking centres in the following countries:

Australia, Bahrain, 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.