



## 2007 AGM ATTENDANCE AND KNOWLEDGE SHARING FORM

Please complete this form and send to Roland Orth by 1 November at [ronald.orth@ipk.fraunhofer.de](mailto:ronald.orth@ipk.fraunhofer.de).

At the start of the GBN's Annual General Meeting all members will be asked to introduce themselves and spend up to 15 minutes providing an overview of their organisation and activities. When introducing yourself please cover the topics outlined below.

1. Organisation name    Benchmarking Partnerships
2. Country represented    Australia
3. Names of those attending:

NAME	POSITION	Tick <input checked="" type="checkbox"/> if you are attending the AGM or Conference	
		AGM 3-4 December	Conference 5-6 December
Bruce Searles	Managing Partner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

4. Description of your organisation (what does it do?)

***We connect People, Knowledge and Ideas.*** Benchmarking Partnerships is a benchmarking firm based in Australia with global reach. We partner people in different organizations & industries to facilitate shared learning & partnership networking for rapid improvement.

**How we do it**

We do this by facilitating think tanks, sharing of best practices & ideas leadership through networking & benchmarking to help organizations accelerate improvement. Bruce Searles & Anton Benc are the founders & front line managing partners of all projects with all customers delivering a boutique customer outcome focused service.

5. Name up to 3 key projects or benchmarking activities you have undertaken in the last year?
  - a. Business Excellence Study Tour to Australia involving over 50 people including 22 people from a number of Asian countries
  - b. Benchmarking Compendium of Best Practices regarding Customer Centricity
  - c. Partnership Agreements (formerly called Service Level Agreements) and Measurement Methods and Compendium of Best Practices for internal suppliers
  - d. Benchmarking of Contractors' Performance
  - e. One page Business Plans, Benchmarking for Plan Deployment and Performance Management training for 90 senior executives
  - f. Offered customers access to a new networking learning service, our 2hr luncheon networking forum regularly held across the eastern seaboard of Australia in capital cities.

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6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. Customer Centricity
- b. Project Management
- c. International Roadshow for GBN
- d. On-line data analysis

7. What are your organisation's key areas of expertise that other GBN members could learn from?

- a. Developing and maintaining relationships between a wide range of customers and positioning of our organisation (peak body, business excellence, strategic business focus) to facilitate cross industry benchmarking and connecting like-minded people together – we wish to engage more countries in mutually extending these networks for harvesting benchmarks and sharing knowledge and innovative best practices
- b. Customised training and real workplace project planning based on strategic drivers for business outcomes on How to do Benchmarking Well and How not to do it!
- c. Facilitating sharing of knowledge and innovations between organisations in different industries to close performance gaps relevant to their strategic business needs

8. Are there any specific things that you would like to be discussed at the GBN meeting?

Key international initiative: International GBN Roadshow in Canada on April 2008

GBN activities to promote GBN value and member value as well

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift? Partnership Agreement on one page.

**THANK YOU!!!**



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1. Organisation name    Information Centre Benchmarking at Fraunhofer IPK
2. Country represented    Germany
3. Names of those attending:

		Tick <input checked="" type="checkbox"/> if you are attending the AGM or Conference	
NAME	POSITION	AGM 3-4 December	Conference 5-6 December
Dr.-Ing, Holger Kohl	Head of Department	√	√
Ronald Orth, MBA	General Secretary (GBN)	√	√

4. Description of your organisation (what does it do?)

Since the establishment of the Information Centre Benchmarking at Fraunhofer IPK (ICB) in 1994 as the first Benchmarking Centre in Germany and the foundation of the Global Benchmarking Network with the ICB as a founding member in 1995, a high number of projects, supported or initiated by the ICB reflects the rising interest in benchmarking in Germany. Benchmarking at ICB is especially popular as it can be applied to various different ends, e.g. optimisation of business processes, support in matters regarding the corporate strategic orientation. The business process oriented benchmarking method of the ICB was applied in different fields and in a large amount of projects.

5. Name upto 3 key projects or benchmarking activities you have undertaken in the last year?
  - a. Introduction of BenchmarkIndex in Poland, Czech Republic
  - b. Benchmarking Project on document logistics and document management
  - c. Benchmarking of R&D in European Air Traffic Control Organisations



6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. Introduction of BenchmarkIndex in Malaysia, Australia
- b. Benchmarking of simultaneous engineering in R&D processes in German automotive industry
- c. Introduction of capitalized compliances for SMEs in Europe

7. What are your organisation's key areas of expertise that other GBN members could learn from?

- a. Business Process Benchmarking
- b. Benchmarking for SMEs

Setup of Benchmarking Centres and Introduction of BenchmarkIndex worldwide

8. Are there any specific things that you would like to be discussed at the GBN meeting?

Common GBN-Benchmarking Study on the application of Benchmarking implementation in various countries

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift? Benchmarking questionnaire for a potential GBN-Benchmarking Study on the application of Benchmarking implementation in various countries

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At the start of the GBN's Annual General Meeting all members will be asked to introduce themselves and spend up to 15 minutes providing an overview of their organisation and activities. When introducing yourself please cover the topics outlined below.

**1. Organisation name** Centre for Organisational Excellence Research

**2. Country represented** New Zealand.....

**3. Names of those attending:**

NAME	POSITION	Tick✓ if you are attending the AGM or Conference	
		AGM 3-4 December	Conference 5-6 December
Robin Mann	Head of COER	Yes	Yes
Stephen Welch	Managing Director – BPIR.com	May attend part of the AGM.	Yes
Ahmed	PhD Student	May attend part of the AGM to discuss the GBN survey	Yes
Dotun Adebajo	Associate	May attend part of the AGM to discuss the GBN survey	Yes

**4. Description of your organisation (what does it do?)**

COER's vision - "To be at the forefront of organisational excellence research worldwide, and to have had a significant impact on the rise of New Zealand organisations to world-class performance levels."

The Centre's mission is to acquire, share and apply knowledge on organisational excellence. The Centre acquires knowledge on all aspects of organisational excellence through national and international research and worldwide partnerships. The Centre shares knowledge on all aspects of organisational excellence through published research, reports, articles, conference presentations and via the internet. Its prime method of sharing information is through the Business Performance Improvement Resource ([www.BPIR.com](http://www.BPIR.com)). The Centre applies knowledge on all aspects of organisational excellence through the provision of innovative and practical consultancy services

**5. Name upto 3 key projects or benchmarking activities you have undertaken in the last year?**

1. We are currently facilitating 8 benchmarking projects in Singapore for the public sector. These are in the following areas:

- recruitment process (time from application to invitation for appointment)
- best practices in employee retention
- best practices in customer feedback handling
- money collection for public good/charities
- developing a needs assessment model for measuring the physical, intellectual and academic needs of school pupils. Therefore how to achieve best practices in these three areas. .
- best practices in customer service of front-line staff (particularly temporary or part-time workers)



- measuring the academic quality of tertiary education (what is the best measurement system for ensuring that there is a clear and rational process for curriculum development, delivery and assessment).
- best practices in designing and developing training courses.(short courses and long-term development courses)

2. We have recently revised and relaunched our benchmarking methodology. The benchmarking methodology is still called TRADE (see stages below) but we have more clearly defined the steps within TRADE. In the next year I hope to publish a book on the TRADE methodology.

- **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)

3. We have recently created a new website for start-up organisations and SMEs although it will also benefit large more established organisations and business units, or in fact departments within these, in reviewing their performance management systems. It would also be very useful for business consultants/advisors when advising SMEs. This website is temporarily called the “Quality Journey” and located at [www.journey.bpir.com](http://www.journey.bpir.com) – at the time of writing it is currently a trial site but will hopefully be complete by the time of the GBN meeting.

**6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?**

1. Plan to launch another website called [www.businessexcellencetools.com](http://www.businessexcellencetools.com). This contains a number of business excellence self-assessment tools.
2. Plan to complete a book on benchmarking.
3. 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.

**7. What are your organisation’s key areas of expertise that other GBN members could learn from?**

- a. Knowledge and experience in developing and implementing regional and national benchmarking and business excellence programmes to improve the performance of public or private organisations.
- b. Knowledge and experience of benchmarking and best practice internet resources.
- c. Research knowledge of the benefits of benchmarking and business excellence

**8. Are there any specific things that you would like to be discussed at the GBN meeting?**

The agenda addresses the key issues of importance to me.

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking ‘gift’ to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

**What is your benchmarking gift?**

I will be bringing copies of a Management Brief article I wrote on benchmarking.

**THANK YOU!!!**



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1. Organisation name: Business Excellence of Russian organization for quality
2. Country represented: Russian Federation
3. Names of those attending:

NAME	POSITION	Tick <input checked="" type="checkbox"/> if you are attending the AGM or Conference	
		AGM 3-4 December	Conference 5-6 December
Yury Samoylov	Executive director	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Natalia Kivva	Correspondent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

4. Description of your organisation (what does it do?)

Benchmarking club "Business Excellence" of Russian organization for quality is working as a Secretariat of Russian organization for quality and responsible for:

- organizing conferences devoted to World quality day and European quality week in Russia
- organizing the Russian delegations to congresses of European Organization for Quality, EFQM, ASQ, ANQ and others;
- organizing seminars and trainings on quality issues in all regions of Russia
- developing International program KIDS'ISO14000
- developing "Practical Program Of Revolution in Factories. 20 KEYS" according to the license got from Japanese PPORF Development Institute Inc.

5. Name up to 3 key projects or benchmarking activities you have undertaken in the last year?

- a. Has organized benchmarking visit to German and Austrian enterprises of Russian companies
- b. Has organized Russian delegation participation to EOQ congress in Prague
- c. Has organized World Quality Day and European Quality Week in Russia



6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. Benchmarking visit to Japanese and German companies developing 20 KEYS program
- b. Benchmarking analyses between LukOil Russian company with Oil refinery plants in Europe
- c. Organizing Russian delegation to EOQ congress in Vienna, Austria

7. What are your organisation's key areas of expertise that other GBN members could learn from?

- a. Organizing raining on 20 KEYS program
- b. Organizing delegations to EOQ and other congresses
- c. KIDS'ISO14000

8. Are there any specific things that you would like to be discussed at the GBN meeting?

- a. 20KEYS
- b. KIDS'ISO14000

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift?

**GBN Calendar and a GBN lapel pin**

**THANK YOU!!!**





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1. Organisation name    BCS Management Services
2. Country represented    United Kingdom
3. Names of those attending:

		Tick <input checked="" type="checkbox"/> if you are attending the AGM or Conference	
NAME	POSITION	AGM 3-4 December	Conference 5-6 December
Terry Pilcher	Partner	√	√

#### 4. Description of your organisation (what does it do?)

BCS Management Services is a consultancy, which aims to add value to intermediaries operating in the Management and Business Services area by maximising opportunities through our knowledge base, international networks and novel approaches.

#### 5. Name up to 3 key projects or benchmarking activities you have undertaken in the last year?

- a. We have been acting as 'Expert Advisers' on a Leonardo da Vinci project for the European Commission aimed at benchmarking corporate university approaches and building transnational networks. Using a blueprint metrics have been developed for further benchmarking.
- b. We have continued to work with organisations that wish to make sure that their actions are adding value to their stated objectives. This is being done through the application of the Value Mapping approach. Strathclyde Police, Welsh Meat and Sport England continue to use the approach in more areas and a pilot project is about to be undertaken with the City of Herten in Germany moving the approach outside of the UK for the first time.
- c. We have also written a number of case studies on the way in which BPIR.com has been used by its customers some of who are Business Excellence including the Edinburgh International Conference Centre which was a finalist in the UK Excellence Awards

#### 6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. Acting as consultant to Unido on the setting up of a benchmarking Centre in India.



b. Working with a major company in Brazil to help them implement their Corporate University strategy within the HQ company in Brazil and other parts of the company in Australia, Canada and Africa.

7. What are your organisation's key areas of expertise that other GBN members could learn from?

We offer:-

- a. The expertise to help develop new management concepts, alongside associates, and introduce them to the market place.
- b. A knowledge of working with government both in the UK and internationally.
- c. A broad understanding of management best practice concepts and their application to various markets.

A large international network.

8. Are there any specific things that you would like to be discussed at the GBN meeting?

We would like to discuss the wider use of the Corporate University Benchmarking 'Blue Print' and also the possibility of using Value Mapping as a strategic approach to achieving value in line with objectives.

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift?

**Construction Industry Lean Programme – Case Studies (attached to e.mail).**

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- 1. Organisation name    Best Practice Institute
- 2. Country represented    USA
- 3. Names of those attending:

NAME	POSITION	Tick <input checked="" type="checkbox"/> if you are attending the AGM or Conference	
		AGM 3-4 December	Conference 5-6 December
Robert C. Camp PhD	Principal	X	X

4. Description of your organisation (what does it do?)

Research, education and consultation in the capture, exchange and adoption of best practices worldwide through benchmarking.

.....  
 .....

5. Name up to 3 key projects or benchmarking activities you have undertaken in the last year?

a. Inventory and supply chain best practices for worldwide lubricants manufacturer

.....

b. Safety, health, environmental and risk best practices for a major research university

.....

c. Education and support for management team of global lighting organization

.....



6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. Education and consultation support to leading pharmaceutical firm

.....

- b. Supply chain best practices for leading high technology organization

.....

- c. Supply chain best practices for organizations in Southeast Asia marketplace

.....

7. What are your organisation’s key areas of expertise that other GBN members could learn from?

- a. Education and training in the effective sourcing of best practices

.....

- b. Contract research on targeted best practice topics

.....

- c. Coaching and counselling best practice teams in conducting benchmarking

.....

8. Are there any specific things that you would like to be discussed at the GBN meeting?

Is there a preferred way to present benchmarking and best practices to senior management in today’s global business environment?

.....

Is there interest in a consortia study on “Best Practices for World Class Internet Capability?”

.....

.....

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking ‘gift’ to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift? Am considering but may be three summary slides

**THANK YOU!!!**





6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- a. *6 Regional C2E projects: with 22 HQA and C2E winner companies: for 35-40 new SME organizations*
- b. *Benchmarking and best practice visit for automotive companies*
- c. *Hungarian Benchmarking Award and Benchmarking Conference with GBN*

7. What are your organisation's key areas of expertise that other GBN members could learn from?

- a. *Develop and organize the Awards (20 years Shiba Award based on Deming Awards, 14 years EFQM based Awards)*
- b. *Hungarian Winners Club*
- c. *.....*  
*.....*

8. Are there any specific things that you would like to be discussed at the GBN meeting?

*GBN Roadshow – Conference in Hungary 2008 Spring*

*Benchmarking*

**9. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.**

What is your benchmarking gift? *Concept of Hungarian Benchmarking Award*

**THANK YOU!!!**