



Minutes

Global Benchmarking Network

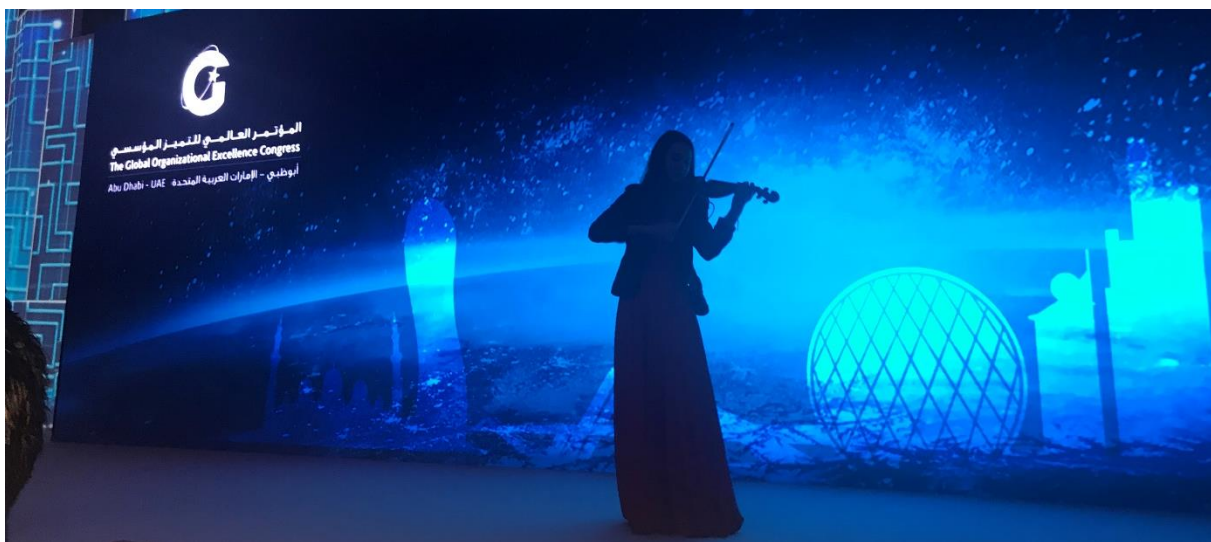
26th Annual General Meeting

December 9th, 2018

**Jumeirah Etihad Towers
Abu Dhabi, UAE**











List of Attendees

No.	Name	Organization
1	Dr. Robin Mann	Centre of Organizational Excellence, New Zealand
2	Dr. Holger Kohl	Fraunhofer IPK, Germany
3	Jan-Patrick Cap	Fraunhofer IPK, Germany
4	Mark Modena	Winning Moves, UK
5	Dale Weeks	Global Leadership Benchmarking Associates
6	Ahmed Abbas	Bahrain Quality Society
7	Jan Gallagher	Enterprise Ireland, Ireland
8	Dr. Kamran Moosa	PIQC Institute of Quality, Pakistan
9	SaadGhafoor	Centre of Organizational Excellence, New Zealand
10	Suresh Lulla	BestPrax Club Private Limited, India
11	Khashayar Ataie	Intelligent Persian Consultants, Iran
12	Tonniss van Dam	Compare2compete, Netherlands
13	Erik Robbers	Compare2compete, Netherlands
14	Dawn Ringrose	Organizational Excellence Specialists, Canada
15	Tiia Tammaru	TALTECH Estonia
16	Dan Batista	Institute for Citizen-Centered Services Canada
17	Dr Martin Andrew	Australian Organisation for Quality Ltd
18	Ika Moleni	Public Service Commission Tonga

1. Knowledge sharing by all members

All participating members introduced themselves and gave a short overview of their organization and benchmarking activities. Further details are covered by the respective "Attendance and Knowledge Sharing Form" (AKS form). Benchmarking gifts from the members – if available in electronically format – can be downloaded at the internal area of the GBN website.

Name	Documents, gifts, etc.
Robin Mann	<ul style="list-style-type: none"> • See presentation
Holger Kohl, Fraunhofer IPK	<ul style="list-style-type: none"> • See presentation • Fraunhofer is engaged in the Fraunhofer Financial Benchmarking where companies all over Europe will be benchmarked through publically available data • The Benchmarking Center at IPK is now guided by Mila Galeitzke who will further develop the IZB, you are free to get into touch with him • Activities for GBN Sustainability tool are low • Topics of interest for AGM: How to make sure that the sustainability tool will generate revenue for the GBN?
Ika Moleni	<ul style="list-style-type: none"> • Digitizing the government • first identifying best practices from industry and transferring them to government. • Not accepting copy & paste approaches from development agencies • The key is the deep will to understand and reform
Ahmed Abbas	<ul style="list-style-type: none"> • Bahrain Society of Quality

	<ul style="list-style-type: none"> Teaching unemployed people on Quality and Benchmarking to give future in job market, as demand for educated people in this direction is there
Jan Ghallagher	<ul style="list-style-type: none"> Enterprise Ireland: benchmarking, operational excellence and lean programme, Training at management level to avoid misdirection More than 11.000 people trained, good success concerning impact on return, sales and other indicators measured Jan is willing to share some outcomes Benchmarking gift: case studies on the website
Dr Martin Andrew	<ul style="list-style-type: none"> Australian Organization of Quality and Business Excellence Australia want to work together more closely The opportunity is to revitalize the BE initiatives
Dr. Kamran Moosa	<ul style="list-style-type: none"> Gift: online course available on Udemty titled: OUTCOME BASED EDUCATION & ACADEMIC QUALITY ASSURANCE. The complimentary registration of the course is given below: https://www.udemy.com/outcome-based-education-and-academic-quality-assurance/?couponCode=SPECIAL-GBNGIFT new Online global course directory on QUALITY & BUSINESS EXCELLENCE (https://www.piqconline.com). In case anyone of you have any online course to share on this site which is relevant to the topic, do let me know. Your suggestions to improve the site will also be highly welcomed.
Dale Weeks	<ul style="list-style-type: none"> Working on more engagement of Service Excellence in the government Trying to bring the global perspective of Service Excellence in government to the US Working with Dawn on the current state of operational excellence Topics of interest for AGM: What can I do to enroll the new membership model? Topics of interest for AGM: How to move ahead with the current state of operational excellence survey

Presentations and Benchmarking Gifts are available at the “Members Area” of the GBN Website (www.globalbenchmarking.org).

2. Business and Administrative

2.1) Secretariat Report

- The AGM agrees on the minutes of the 25th AGM in the Philippines 2017

GBN Membership: 26 Members from 18 countries (2018)

- | | | |
|-----------------------------------|--------------------------|---|
| 1. Australia (Honorary Associate) | 9. Ireland (EIQA) | 17. Sweden (SIQ) |
| 2. Canada (OES) | 10. Ireland (Enterprise) | 18. Switzerland (TECTEM) |
| 3. China (BJSS) | 11. Italy (M RESEARCH) | 19. United Arab Emirates (Dubai - DQG) |
| 4. China (JSPC) | 12. Kazakhstan (KOQIM) | 20. United Arab Emirates (ADICOE) |
| 5. Germany (ICB) | 13. Malaysia (MPC) | 21. United Kingdom (BCS) |
| 6. Germany (LEXTA) | 14. Netherlands (C2C) | 22. United Kingdom (Winning Moves) |
| 7. India (BP) | 15. New Zealand (COER) | 23. United Kingdom (Honorary Associate) |
| 8. Iran (IPC) | 16. Philippines (PSQ) | 24. United Kingdom (Honorary Associate) |
| | | 25. USA (BPI) |
| | | 26. USA (GLBA) |



Membership Structure 2018

Facilitators

- | | |
|----------------|------------------------------------|
| 1. Australia | BMP (Honorary Associate) |
| 2. Canada | OES |
| 3. Germany | LEXTA |
| 4. India | BP |
| 5. Iran | IPC |
| 6. Italy | M RESEARCH |
| 7. Netherlands | C2C |
| 8. U.K. | BCS |
| 9. U.K. | WM |
| 10. U.K. | Tom Brock (Honorary Associate) |
| 11. U.K. | Peter Heising Honorary Associate |
| 12. USA | BPI (Dr. Camp, Lifetime President) |
| 13. USA | GLBA |

Research Institutes / Universities

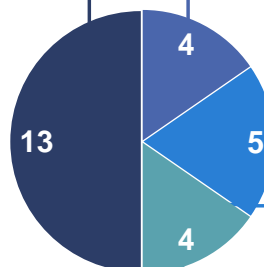
- | | |
|----------------|---------|
| 1. China | BRCSS |
| 2. Germany | FHG ICB |
| 3. New Zealand | COER |
| 4. Switzerland | TECTEM |

National Quality Associations

- | | |
|----------------|-------|
| 1. Dubai (UAE) | DQG |
| 2. Ireland | EIQA |
| 3. Kazakhstan | KOQIM |
| 4. Philippines | PSQ |
| 5. Sweden | SIQ |

Government Bodies

- | | |
|--------------------|--------------------|
| 1. China | JSPC |
| 2. Malaysia | MPC |
| 3. Abu Dhabi (UAE) | ADICOE |
| 4. Ireland | Enterprise Ireland |



GBN Secretariat Activities – Workplan 2018/2019

Activities 2018:

- Basic tasks: admission process, payment and reminder process, etc.
- Launch of new GBN Website
- Flyer & Roll-up
- GBNewsletter No. 25 & 26
- Administration of LinkedIn Page, Twitter and Youtube
- Go2Meeting with GBN Board and GBN Members
- Use of GBN Database with CRM (E-Mail Marketing)

Planned Activities 2019:

- Basic tasks: admission process, payment and reminder process, etc.
- Updating the GBN Website
- GBNewsletter No. 27 & 28
- Administration of LinkedIn Page, Twitter and Youtube
- WebEx with GBN Board and GBN Members
- Use of GBN Database with CRM (E-Mail Marketing)

Opening 2015		9.436
Income		11.500
<i>Membership fees</i>		
0 New Members Joining Fee and Membership Fee	0	
25 Senior Members (free of charge: COER, BPI)*	11.500	
Conference Fee for 9th IBCON in Dubai	0	
Expenditures		16.176
GBN Projects 2015	0	
Reimbursement IBCON Dubai 2015 Organization	1.500	
Reimbursement IBCON Speakers / Dinner (IBCON Dubai 2015)**	1.676	
GBN Secretariat (staff 12 Month, marketing material/website, travel)	11.000	
"Write downs" Membership Fees***	2.000	
Closing 2015		4.760

* COER: Recruitment IDEAS, BPI: Honorary Lifetime President

** 275,91 EUR for dinner and reimbursements for BCS (Terry Pilcher), COER)Robin Mann, Benchmarking Partnerships (Bruce Searles), IPK (Holger Kohl), OES (Dawn Ringrose), Team One (Mohammed Baraa Reda), BQS (Ahmed Abbas)

***estimated Malaysia (SDI, 2014), Pakistan 2014 & 2015, Abu Dhabi 2015

Opening 2017		8.816
Income		10.200
<i>Membership fees</i>		
1 New Members Joining Fee and Membership Fee	1.200	
18 Senior Members paying	9.000	
Expenditures		15.300
GBN Projects 2016	0	
Reimbursement IBCON Speakers (IBCON Manila 2017)**	800	
GBN Secretariat (staff 12 Month, marketing material/website, travel)	11.000	
"Write downs" Membership Fees***	3.500	
Estimated Closing 2017		3.716

*Dr. Robert Camp is Honorary Lifetime President plus there are 3 honorary associates

** Holger Kohl (IPK), Suresh Lulla (BP), Mark Modena (Winning Moves), Dale Weeks (GLBA)

***Bahrain Quality Society 2014 & 2015 & 2016, Saudi Arabia 2014 & 2015 & 2016, Dubai (DQG) 2015

Opening 2016		4.760
Income		22.000
<i>Membership fees</i>		
0 New Members Joining Fee and Membership Fee	0	
26 Senior Members (free of charge: COER, BPI)*	12.000	
Conference Fee for 10th IBCON in Nanjing	10.000	
Expenditures		17.944
GBN Projects 2016	0	
Reimbursement IBCON 2016 Organization	3.000	
Reimbursement IBCON Speakers (IBCON Nanjing 2016)**	800	
Organization Studio Speech Dr. Camp	644	
GBN Secretariat (staff 12 Month, marketing material/website, travel)	11.000	
"Write downs" Membership Fees***	2.500	
Closing 2016		8.816

* COER: Recruitment OES BPI: Honorary Lifetime President

** Robin Mann (COER), Holger Kohl (IPK), Dawn Ringrose (OES), Mark Modena (Winning Moves)

***Abu Dhabi 2016; Hungary 2014-2016, Pakistan 2016

Opening 2018		3.716
Income		22.575
2 New members and joining fee*	2.575	
20 Senior Members**	10.000	
IBCON 2018	10.000	
Expenditures		15.000
GBN Secretariat (staff 12 months/new website/flyers/roll-up, travel)	11.000	
"Write down" membership fees***	1.500	
Organization IBCON 2018****	2.500	
Estimated closing 2018		11.291

*MR Research (Italy) and Enterprise Ireland

**3W (Turkey / Iran), Sweden (SIQ), Malaysia (MPC), Kazakhstan (KOQ),

Dubai (DQG), China (BJSS) not paid

***Dubai (DQG) & Sweden (SIQ) 2017, Malaysia (MPC) 2016

**** The reimbursement is max €2500 or 25% of the revenue as agreed at AGM 2017

accommodation at IBCON paid by conference host

no GBN projects

2.2) Chariman's report

- Organization of the conference
- Establishment of strategic partnership with APQO to continue organizing conference together

2.3) Director Business Development (Dawn Ringrose)

Director Business Development

1. work with Board to define long-term strategic goals
2. work with the GBN to build customer, supplier & partner relationships and identify business opportunities
3. work with members to maintain knowledge of current market conditions
4. work with the Board to negotiate and close business deals

Business activities for 2018

1. Encouraged the Board to undertake strategic planning at the AGM and forwarded template prepared in 2017
2. Forwarded potential partners for future conferences to the Chair (i.e. BTOES, Pioneerism)
3. Continued to work on the 'first global assessment on the current state of organizational excellence' that highlighted the GBN as a supporting organization:
 - Promoted the research study to contacts and the general public using electronic postcards, 30 second commercial, and posts on LinkedIn and Facebook and encouraged 350 researchers around the world to do the same
 - Shared the 4th and 5th interim reports on the study with networks during May and October 2018.
 - Presented at various meetings and events throughout the year:
 - International Conference on Benchmarking, Iran, February 2018
 - CMC Global Newsletter, March 2018 (65 countries)
 - ASQ World Conference on Quality and Improvement, April 2018, United States
 - ASQ Texas Section, June 2018, United States
 - ASQ Blue Ridge Section (Virginia), July 2018, United States

- ICQEM, July 2018, Spain
 - ASQ UAE, June and October 2018, UAE
 - GEM Council, August 2018, Australia
 - Flevy Executive Leadership Program, August and September 2018, United States
 - Interfacing Webinar, September 2018, Canada
 - International Conference on Quality, Reliability, Infocom Technology and Business Operations, December 2018, India
4. Promoted GBN to potential partners:
- a. ASQ Collaborations and Partnerships Committee, 2018, Canada
 - b. ASQ Headquarters, August 2018, United States
 - c. Global Innovation Institute, December 2018, United States
 - d. Institute for Strategy & Complexity Management, December 2018, Singapore
5. Promoted GBN to potential members:
- a. Armature Corporation, United States
 - b. QLBS.com, New Zealand
 - c. Nancy Nouaimeh, ASQ Representative for Europe, Asia and Middle East, United Arab Emirates

2.4) Director Marketing and Growth Report (Mark Modena)

- Mark did not participate in the meeting

2.5) Director Membership Engagement and Retention (Suresh Lulla)

- inform on BestPrax / Qimpro events and shared with the GBN Members.

2.6) Director Corporate Members (Terry Pilcher)

- recruited Jan from Ireland
- acted as a long distance judge for the Benchmarking Best Practice Awards

2.7) IBCON and AGM 2019

During the APQO conference, it was officially announced by the president of the APQO that next year's APQO'S ICQ will be held in Indonesia. A possible joint IBCON along with the APQO conference is under investigation by the board.

2.8) Election of Board Officers

The board members were elected on the AGM 2018 in Abu Dhabi for the term 2019. The next election of officers will take place on the next AGM. The table below shows the voted composition of the board.

Board Members 2018:

Officer / Role	Name
Chairman	Robin Mann (New Zealand)
Secretary	Jan-Patrick Cap (Germany)
Director Business Development	Dawn Ringrose (Canada)
Director Marketing and Growth	Mark Modena (UK)
Director Membership Engagement and Retention	Suresh Lulla (India)
Director Corporate Members	Terry Pilcher (UK)
Observers	Dale Weeks (USA), Holger Kohl (Germany), Jan Gallagher (Ireland), Tonnies van Dam (Netherlands)

Dale Weeks shows a deep interest to become a board member in the future. This function shall be discussed further on the next AGM.

The AGM agrees that tasks and responsibilities of the board members have to be more clear and measurable. Therefore, the Board Members shall create measurable activities for their respective position. A board call on this topic will take place in January 2019.

2.9) GBN Board Call

The secretariat invited the GBN board members who are not on-site to participate in a conference call. Terry Pilcher participated in the call and support the planned activities mentioned above.