

#### Attendees

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Robin Mann (COER)  
Terry Pilcher (BCS Management Services)  
Anders Fundin (Swedish Institute for Quality)  
Dale Weeks (Global Leadership and Benchmarking Associates)  
Dawn Ringrose (Organizational Excellence Specialists)  
Nancy Nouaimeh (Individual Member/ Abela & Co- UAE)  
Tonnis van Dam (Compare 2 Compete Netherlands)  
Jan-Patrick Cap (Fraunhofer IPK)

## Summary

- 1. Welcome (Guidelines/Rules of meetings), Robin Mann**
- 2. Overview of recent GBN activity (May include, Membership number, projects, GBN conference, GBN newsletter, Intro to Board Members) Robin Mann, (2 mins)**
  - Conference 2018 was a big success with over 1000 attendees.
  - The conference 2019 was discussed in April, currently it is under discussion.
  - Working on getting members
  - Next board meeting in July
- 3. Knowledge Sharing Session**

Robin Mann:

- recently launched the 1<sup>st</sup> Best Practice Report of the Business Excellence Series consisting of more than 30 reports. Each report focuses on a criteria item of internationally recognised Business Excellence Models. Together all the reports will provide a blueprint of how to become a world-class organisation. The first report of six on leadership provides best practices on "Vision, Mission, and Values". All GBN members have free access
- 26 countries are involved in our [Excellence Without Borders](https://www.excellencewithoutborders.org/participants/) project studying the how countries promote business excellence. Participating countries are shown here and there is still time to participate: <https://www.excellencewithoutborders.org/participants/>.
- Our Dubai We Learn projects are in the 3<sup>rd</sup> cycle with 11 more projects. If you can help find benchmarking partners for any of these projects let me know. <https://blog.bpir.com/category/dubai-we-learn/>

Tonnis van Dam

- Benchmarking with Golf industry across Europe, working with national associations, currently also working with European football stadiums, there should be a project by beginning of July. Also busy with salary benchmarking for accountants

Dale Weeks:

- Public sector excellence, two potential clients, working with economic development agencies in terms of global entrepreneurship, continuing to pursue next collaborative steps for the future of Global Performance Excellence as presented at our Abu Dhabi conference, to include working with Dawn and other excellence organizations across the world.

Dawn:

- working on benchmarking projects, e.g. construction industry
- global survey for operational excellence is being continued and was recently presented at a conference in the US

Patrick:

- Fraunhofer IPK is working on implementation of benchmarking across 50 manufacturing facilities of an engine manufacturer

Nancy:

- Working for a private company and an active volunteer/member leader for the American Society for Quality. On the Board of Directors since January 2019 and regional director for EMEA. Main focus is enhancing member value, engagement and satisfaction. Additionally, putting up a virtual regional center for the same, supporting regional geographic communities activities and offerings.

Terry

- working on value mapping, see presentation from previous GBN meeting where things are explained in detail

Anders:

- SIQ – The Swedish Institute for Quality recently launched an updated version of the SIQ Management model together with a Handbook for the SIQ Management model available for free in English (<http://siq.se/en/>). SIQ is currently working on a number of research project applications on how to increase adaptability in Management models. The research institute also just launched the date for the next international conference Excellence Summit 2020 (<https://excellencesummit.se>).

#### **4. Spotlight Session –Association Benchmarking (Tonnis van Dam)**

Industry benchmarking is different to competitor analyses, it focuses on strengths and weaknesses of each company and how to stay alive and improve. The quantitative benchmarking is based on KPIs, in a second step best practices are identified.

**5. Open discussion (future topics, volunteers to host or provide a spotlight presentation or discussion, next meeting date)**

- The distribution of tasks among the GBN board and the fulfilment until now shall be discussed in the next GBN Board Call now scheduled for 10th of July 2019.
- The GBN's 4th Spotlight Knowledge Sharing Session is planned. We encourage members to volunteer and give the next Spotlight presentation.

**6. Close**