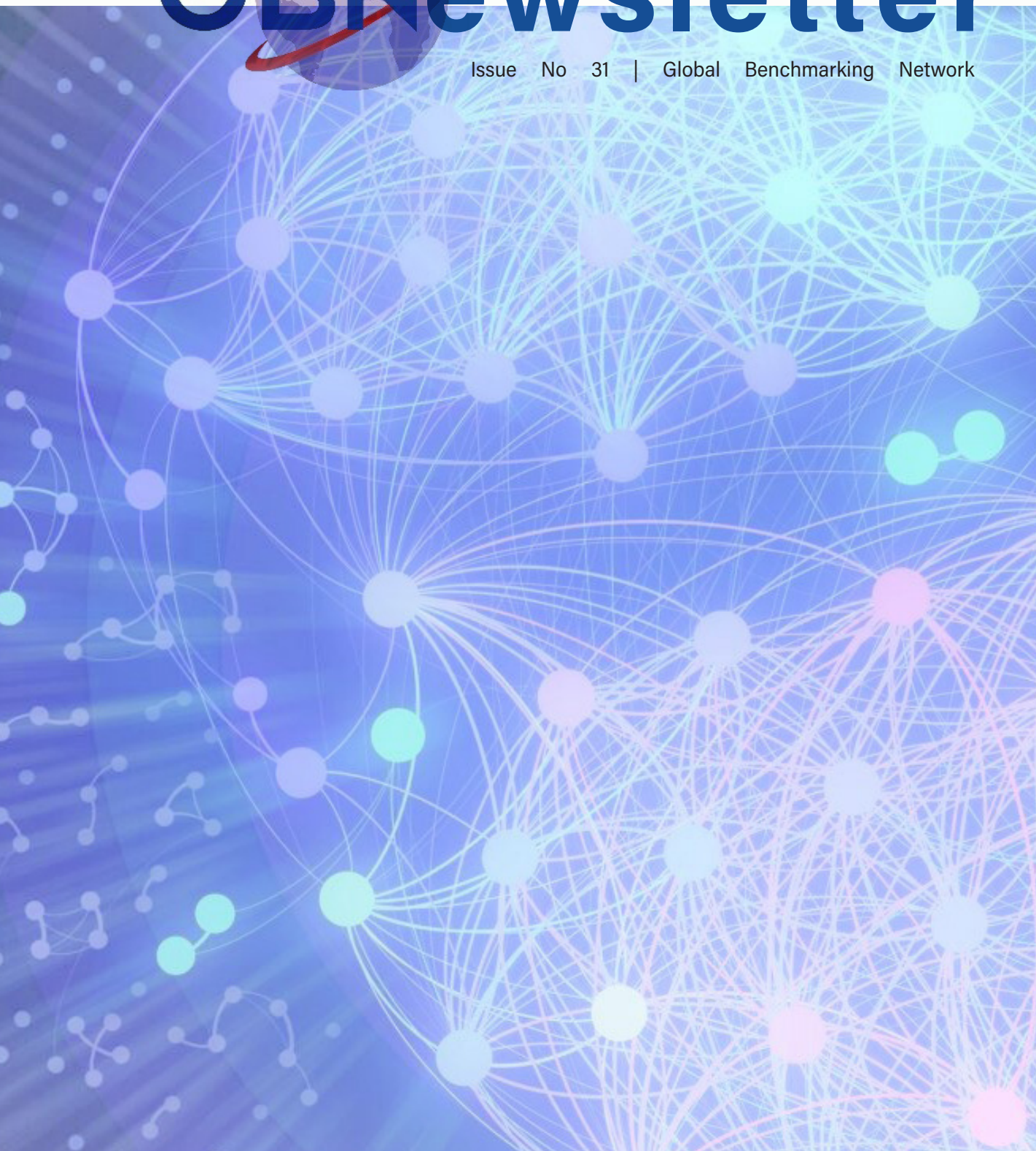




# GB Newsletter

Issue No 31 | Global Benchmarking Network



# PREFACE

Dear Members,

It is our pleasure to present you the 31<sup>st</sup> issue of the GBNewsletter.

With the last issues of our GBNewsletter, we have been addressing the ongoing pandemic. Until this day, people around the world helped to manage the Pandemic by achieving milestones, defying the possible and the impossible. Benchmarking, as a whole showed itself as a truly indispensable tool on combating COVID – 19 and expectantly overcome it globally.

2022 constituted the beginning of our exciting adventure of learning, re-learning and possibly re-writing the future of Benchmarking. With our renewed GBN board, we are joining forces from leading benchmarking organisations and individuals from all over the world to develop the GBN towards its vision: to be the global hub for Benchmarking.

This has been a year of major events: As part of GBN's thrust to strengthen our connection as GBN members, we were glad to share your Triple Is (Eyes) namely Insights, Inspiration and Ingenuity in designing our next blueprint on how we can re-shape the future of Benchmarking during the 2<sup>nd</sup> World Innovation & Benchmarking Summit organised by the Philippine Society for Quality in collaboration with GBN. In addition, we are pleased to announce the winners of the 8<sup>th</sup> International Best Practice Competition & 7<sup>th</sup> Global Benchmarking Award, an unforgettable experience for all participants. Another hot topic discussed in this GBNewsletter deals with how to establish a coalition of public organizations worldwide to pursue an improvement initiative across two vital global sectors: Government & Education.

In tradition, the GBNewsletter provides valuable insights into current benchmarking activities of our members. This issue is no exception - get inspired.

We are wishing you a healthy and successful end of 2022 and a great start in the New Year 2023.

Enjoy reading and happy benchmarking!



Dr. Robin Mann



Florian Kidschun

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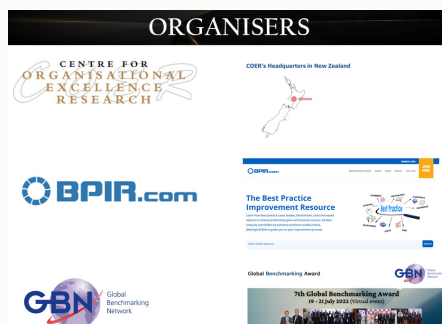
# International Best Practice Competition 2022: An Unforgettable Experience



**INTERNATIONAL  
BEST  
PRACTICE  
COMPETITION**

The International Best Practice Competition (IBPC) encourages organizations to share their best operational and managerial practices, processes, systems, and initiatives and learn from the experience of others. Whilst the IBPC is a competition its main purpose is to facilitate organizational learning and assist organisations to improve their practices.

The IBPC was founded by the Centre for Organisational Excellence Research (COER), New Zealand, and has strong support from many Global Benchmarking Network members. The Abu Dhabi Chamber of Commerce (GBN member from the UAE) is the prime partner and other GBN members are strongly involved with the following GBN members securing entries from their countries in 2021: BestPrax Club (India), Dubai Quality Group/Abu Dhabi Chamber of Commerce (UAE), Philippine Society of Quality (Philippines), Intelligent Persian Corporations (Iran) and COER (New Zealand). In addition, there were entries from Chile, Pakistan, Singapore, and Thailand.



The List of Organisers & Supporters of the 8th IBPC



The final of the 8th International Best Practice Competition was held in August 2022. All applications were assessed by leading experts against the IBPC's Best Practice Certification Scheme with practices that are graded 4-Star "\*\*\*\*" and above considered as a best practice:

International Best Practice (Role Model) (7 Stars, \*\*\*\*\*)  
International Best Practice (Outstanding) (6 Stars, \*\*\*\*\*)  
International Best Practice (Excellence) (5 Stars, \*\*\*\*\*)  
Local Best Practice (Excellence) (4 Stars, \*\*\*\*\*)  
Competence (Professional) (3 Stars, \*\*\*)  
Progressing (Minor Deficiencies) (2 Star, \*\*)  
Deficient (Major Deficiencies) (1 Star, \*)

The final of the IBPC was hosted by the COER at its headquarters in New Zealand. This conference brought together stimulating keynote presentations and a plethora of best practices from New Zealand and around the world.

We truly believe that every single entry of the 62 best practice applications that reached the qualifying rounds of the competition, 84 had applied, deserve appreciation and praise for their respective effort and achievements. The judging process was carried out by 10 honorable panels of expert international judges with 14 Best Practices qualifying to the Final. It was an incredibly tough task for the judges but after much deliberation, the 7-Star Best Practices were announced.

CONGRATULATIONS, and a huge round of applause for the 7-Star Recipients for their extraordinary, world-class accomplishment!



The List of Partners & Finalists of the 8th IBPC

## WINNERS



Winners of 8th International Best Practice Competition

Winners and runner ups of the various competitions are shown below. Whilst these were the winners there were inspiring best practices shared from all participants. All presentations will be available on the BPIR.com soon.

### Winners of the 8th International Best Practice Competition

- Higher Colleges of Technology, UAE – Impact Driven Institutional Performance Framework (IPF) & Management - A practice for building excellence in Performance – Public Higher Education
- Dubai Police, UAE – Project Xovis - A Best Practice Passenger Inspection System Utilising Thermal Sensors
- Arya Sasol Polymer Company, Iran – The ASTAR (Arya Sasol Total Asset Reliability) project; the story of an internal best practice journey from the reactive domain of “Maintenance” to the proactive domain of “Physical Asset Management”
- Global Indian International School Pte Ltd., Singapore – PEEK (Pyramid of Education Excellence through Kai-zen).
- Ambulatory Healthcare Services, UAE – The first outpatient antimicrobial stewardship program in the region led by ambulatory clinical pharmacists, Ambulatory Healthcare Services
- Intel Corporation, Costa Rica – TAM Optimization Factory

For information on the New Zealand Business Excellence Foundation and becoming a member visit <https://nzbef.org.nz/> and for information on the International Best Practice Competition visit



## Organisation-Wide Innovation Award

<https://www.bestpracticecompetition.com>.

With immense delight, we share the names of the Winners and Runners-Up of the 4th Organisation-Wide Innovation Award 2022, and the 7th Global Benchmarking Award 2022, the Finals of which were held on 04 August 2022.

The Pioneer In Excellence Prizes 2022 were also awarded to organisations that had the most best practices assessed at 4-Stars or above, 5-Stars or above, or,

6-Stars or above at the 8th International Best Practice Competition 2022.

CONGRATULATIONS, and a cheering round of applause for all the Finalists and Winners for their inspirational and outstanding accomplishments!!

The judging process was conducted by two separate honorable panels of expert international judges for the two awards. We express our deepest gratitude to our esteemed judges for their magnificent contribution and for dedicating their valuable time to the judging process.

### 4th Organisation-Wide Innovation Award 2022:

Winner  
Ministry Of Interior, UAE

Runners-Up

• Securities & Commodities Authority, UAE

• Ajman Municipality & Planning Department, UAE

## WINNER

شرطة دبي  
DUBAI POLICE



Winner of the 7th Global Benchmarking Award

7th Global Benchmarking Award 2022:  
Winner:

- Dubai Police, UAE

Pioneer in Excellence Prizes

Organisation(s) that have had the most  
best practices assessed at  
4-Stars (\*\*\*\*) or above

- South Ghawar Producing Department, Saudi Aramco, Saudi Arabia

Organisation(s) that have had the most  
best practices assessed at  
5-Stars (\*\*\*\*\* ) or above

- Ambulatory Healthcare Services



Organisation(s) that have had the most  
best practices assessed at  
6-Stars (\*\*\*\*\* ) or above

- Dubai Municipality, UAE
- Higher Colleges of Technology, UAE
- Ambulatory Healthcare Services

We look forward to organizing yet another intellectually enriching and exciting cycle of the Organisation-Wide Innovation Award 2023, and the Global Benchmarking Award 2023!

## About the author:



With his Ph.D. in Total Quality Management, Robin Mann, our Chairman & Director for Benchmarking Knowledge, leads the GBN to thrive for its new Vision & Objectives.

Dr Robin Mann is Head of the Centre for Organisational Excellence Research (COER), New Zealand. Robin is passionate about benchmarking and its role in helping organisations to achieve performance excellence.

Robin has founded a number of initiatives to support benchmarking such as the Best Practice Improvement Resource (BPIR.com), International Best Practice Com-

petition and the TRADE Best Practice Benchmarking Methodology.

He has facilitated 100's of benchmarking projects with many of these published in books as case studies and leads research programs into business excellence and productivity improvement. Robin has lived in NZ for over 20 years but is originally from the UK where he obtained his PhD in TQM at Liverpool University in 1992.

He can be reached at:  
[r.s.mann@massey.ac.nz](mailto:r.s.mann@massey.ac.nz)

# Features & Failures - A Bank Fable



Multinational Banks are known to invest in excellent infrastructure and executives. The lowest designation for a new campus recruit two decades ago, in India, was nothing less than Vice President. Salaries matched the designation. The self esteem of these freshly recruited students was always at a zenith. They were the prize catch for the most popular campus recruiters – multinational banks.

I was invited by a multinational bank in South Mumbai, the financial capital of India, to experience excellence. An autopsy of sorts. Yes, this branch of the bank had marble flooring, piped music, art that only a successful bank could afford, personal computers at every desk, and more. Perfect.

The head of the branch took me around to meet with several of his executives. I

will focus on one 200 square feet section that was partitioned with a three feet high wall. This section seated four executives, in the four corners, facing the partition wall. All four in pin striped suits. Each of the four was very busy working on his dedicated personal computer.

I asked: “What is the activity of this section?”

Branch head: “They print the monthly statements of account holders.”

The Qualitist in me: “Oh, they manufacture monthly statements.”

Branch head: ???

More of the Qualitist: “What is the failure rate for these monthly statements?”

Branch head: “Can’t you see...it’s all computerized!!”

Yet more of the Qualitist: “Oh. I see. Do any customers come back for reconciliation?”

“Hardly any.”

“How many?”

“Perhaps one in 200.”

“Ah ha. That’s 0.5% failure rate.”

“So what’s the cost of failure?”

“Minimal.”

“Let’s find out”.

The branch head and I invested a half-day finding out what work the four executives actually did. As it turned out, one needed the equivalent of two persons to do 99.5% of the work right the first time and the equivalent of another two to correct 0.5 % failures!

So what is the cost of poor quality (COPQ) of this section? It’s 50% of the budget for that department plus the equivalent of marble flooring, piped music, and art. The bank heard the alarm. They commenced their pilot projects by working on COPQ for the auto loan process in South India.

Lessons Learned:

1. COPQ is alive and well in every service process
2. A low failure rate can disguise a high COPQ
3. COPQ is an opportunity
4. Problems for pilot projects should have high visibility
5. Quality has two arms: product/service features and freedom from deficiencies

## About the author:



A distinguished alumnus of IIT Bombay, Suresh Lulla has made a mark through his work in the field of Quality.

Mr Lulla is a veteran professional with over 50 years of experience as a management consultant, speaker, trainer, author, and storyteller. He pioneered the quality movement in India by setting up Qimpro Consultants in 1987. Often referred to as ‘the Quality Guru of India’, he was mentored by Dr J M Juran, ‘the Father of Quality’, who, along with Mahatma Gandhi and Shri Ramkrishna Bajaj form the trinity of Mr Lulla’s role models. Qimpro has served reputed Indian Business Houses, MNCs, SMEs, and Hospitals. Their signature

claim is that their clients have saved in excess of INR 25,000 crore as a by-product of Quality Improvement; specifically, by strategically addressing their Cost Of Poor Quality (COPQ).

Mr Lulla also commenced a Faculty Development Program with Manipal University, on the Fundamentals of Quality Management. The first session attracted 700 registrations, from India and neighbouring countries.

Mr Lulla contributed two of his blog articles to our newsletter. His contents can be found [here](#). Feel free to contact him at: [ssl@bestprax.com](mailto:ssl@bestprax.com)

# Organizational Excellence in Our Global Government & Education Sectors

## 1. Our OES Global Public Sector and Education Sector Initiatives

Organizational Excellence Specialists is building a Coalition of the Willing to pursue an improvement initiative across two (2) vital global sectors: Government and Education.

Global research tells us only 10 to 20 percent of the working population and organizations are familiar with excellence models. The Social Progress Initiative also tells us many nations have not improved much over the past decade. <https://www.socialprogress.org/index/global/results>

In addition, our global research study has revealed key opportunities for improvement:

<https://organizationalexcellencespecialists.ca/workshops-events/global-oe-in-dex/>

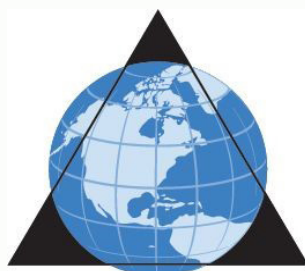
More importantly, since 1990, research has validated that organizations implementing an excellence model outperform their counterparts and realize exceptional results:

<https://oes-learning.ca/resources.html>

If you want to see exactly how your government or educational organization measures up, and how to improve your performance, we invite you to join us. The project will be done in three easy steps: Attend a 2-hour online orientation session, Participate in an online self-assessment that will take each participating employee less than 1-hour to complete, Receive a confidential report with aggregate results and action plans to address gaps.

Simple as 1-2-3.

Our overall goal is to truly grow and strengthen the adoption of performance excellence frameworks in these vital global sectors now in 2022. Our world deserves nothing less to rebuild our broad society-wide trust in the role of government and education.



## GLBA

GLOBAL LEADERSHIP AND  
BENCHMARKING ASSOCIATES

## 2. What is the Organizational Excellence Framework?

Everywhere you look there are articles, resources, consultants, and gurus compelling our government leaders to 'try this' or 'change that'. There is no shortage of ideas for improvement. But does your organization need to change? And with all these ideas and flavours du jour, where do you start?

That is where the Organizational Excellence Framework (OEF) tool can add significant value. Through the completion of the self-assessment, the client is led through a process of developing an improvement plan that includes specific guidance that is unique to the organization's needs with the direct purpose of making the organization more high performing.

In other words, the OEF stimulates improvements with intention – specific, easy-to-implement, and measureable action tasks that encourage participation throughout the organization.

Interestingly, only 10% of the working population is aware of excellence models (Australian global research). Here are some quick facts regarding the benefits resulting from implementation of an excellence model:

- 30 years of research has proven the benefit of excellence models
- 95% of improvement opportunities for an organization originate with ideas and suggestions from people doing the work
- Municipal organizations have reported high (>90%) satisfaction ratings by residents and businesses; strong balance sheet positions (AAA rating) and lower mill rates as a result of increased organizational ex-

cellence related activities

The evidence then is clear. If your organization wants to increase performance and sustain high performance, the Organizational Excellence Framework is the place to START.

## 3. How the Organizational Excellence Framework can help all of our global government agencies and educational institutions

Are you ready to advance your public sector agency or educational institution to a higher level of success? If so, the Organizational Excellence Framework is THE source of support for you.

The Organizational Excellence Framework provides specific guidance for government agencies to develop and implement best practices in the nine key management areas common to high performing organizations and also assisting the organization through the process of responding to current influences and trends.

### Best Practice Case Study: Excellence in Our Global Public Sector

Australian research has shown how municipal government organizations have benefited by using the excellence framework. Case studies were undertaken with 8 local government councils facing similar challenges. Councils used the framework to assess and improve their organizations. They learned they could assess and improve any aspect of the organization (i.e., leadership, strategy and planning, people, information and knowledge, safety, service delivery, product quality, bottom-line results).

The flexibility of the Organizational Ex-



cellence Framework allows municipal governments to implement an excellence program with the resources available to the municipality. Time, labour and funds are all limited in local government and because the OEF is directed by the organization, the improvement plans can easily be customized to integrate with the existing planning framework and fit within the constraints of the municipality.

You can begin by evaluating your organization. Complete the Teaser Assessment today as an introduction to determining the extent to which your organization has a culture of excellence.

#### 4. What Are the Benefits to You of Participating in An Organizational Excellence Assessment?

Initially, there are several immediate tangible benefits of participating in a broad organization-wide performance excellence assessment. They are:

- Attending an orientation to learn about excellence and the assessment instrument
- Participating in a Full Assessment to see how your organization measures up to the principles and best management practices common to high performing organizations
- Receiving a confidential feedback report with ratings and open-ended comments from respondents and action plans to address gaps

Beyond these startup benefits, there are numerous value-added benefits as you become an integral member of our global assessment Coalition of the Willing/Community of Practice:

- Discussing your next steps for continuous improvement with a Licensed Professional
- Attending a presentation webinar on the aggregate results and have the distinct opportunity to compare your organization with the best practices of your peers across the globe
- Listening to a panel discussion and appreciate valuable lessons learned
- Attending webinars that feature high performing organizations
- Participating in events of your choice for continuous professional development

ment (i.e., Calendar of events – workshops, webinars, excellence circles, newsletters, Excellence Connection Podcasts)

- Writing and sharing a success story about your excellence journey and adventure as a guest author/presenter/leader via global performance excellence publications, blogs, and related conferences.

#### 5. The Organizational Excellence Journey - Getting Started

Becoming a high-performing organization does not happen by accident. High performance is achieved through intentional improvement aimed at specific key management areas and best practices. The Organizational Excellence Framework is one tool a public sector agency can employ on the journey to organizational excellence.

Are you ready to advance your public sector

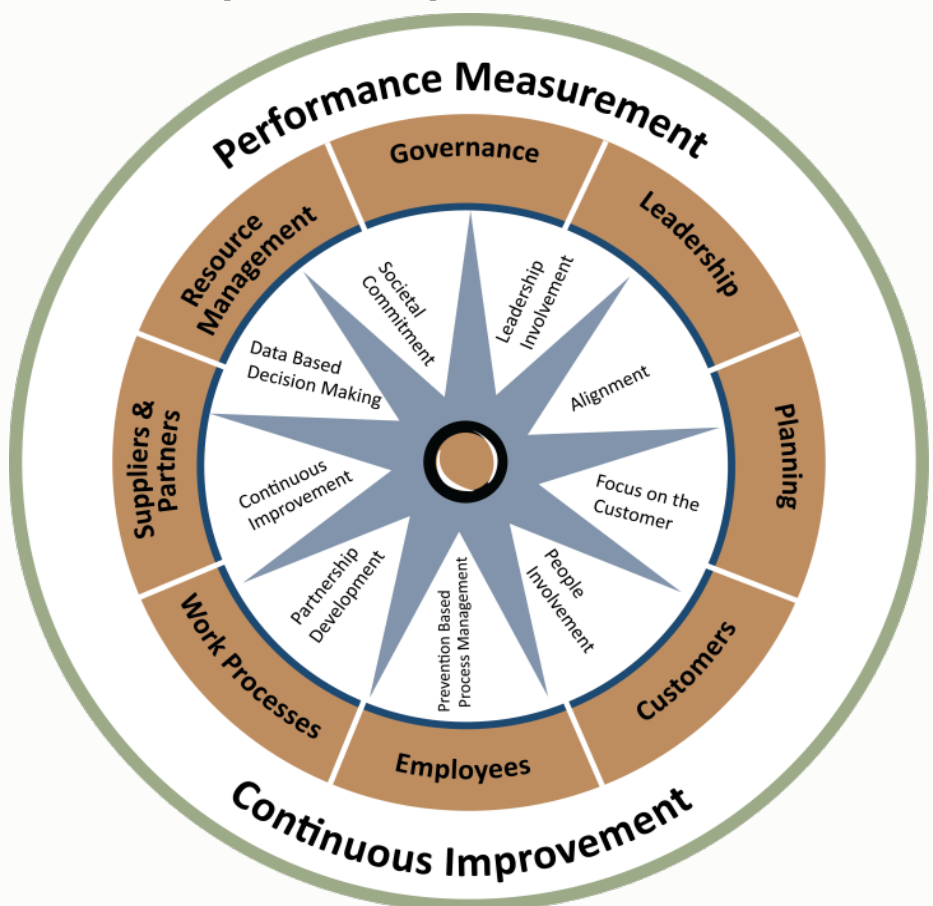


Figure 1. Organizational Excellence Framework (Copyright ©2010, 2014 Dawn Ringrose)

tor agency/education institution to a higher level of success? If so, the Organizational Excellence Framework is THE source of support for you.

Some examples of the results that have been achieved through the implementation of organizational excellence frameworks are:

- A study in the United States compared the benefits received by award winners from 2007 to 2010 with the cost of operating the program and reported a benefit-to-cost ratio of 820:1 (that means for every \$1 invested in improvement efforts \$820 in benefit was received!)
- 32% of payroll in small and medium organizations in Canada is being spent on non-value adding activity and this cost is higher for service organizations as opposed to manufacturing (Excellence Canada)
- 96% of customers do not complain but they do tell 10 people on average about their concern - Every customer complaint provides an opportunity to correct flawed processes, educate customers, and strengthen trust
- Organizations implementing an excellence model outperform their coun-

terparts (30 years of research with excellence models)

**Would you like to see your government agency or educational institution achieve results like these?**

The first step is to determine to what degree your organization has implemented the best practices common to high performing organizations.

You can begin today by evaluating your organization. Complete the Teaser Assessment today as an introduction to determining the extent to which your organization has a culture of excellence.

Our overall OES goal is to truly grow and strengthen the adoption of performance excellence frameworks in both the public sector and education sectors now in 2022.

We would like to potentially see 50% or more of our public sector organizations and educational institutions (K-12 and higher ed) using performance excellence frameworks by 2030!! Our world deserves nothing less to rebuild our broad global society trust in the role of government and education.

If you are ready and willing to join us, please reach out to Dale F. Weeks on our team of Licensed OES Professionals (41) [Dale Weeks | LinkedIn](#) or [dfwglba@gmail.com](mailto:dfwglba@gmail.com) or contact an Organizational Excellence Specialist such as [tracey@organizationalexcellencespecialists.ca](mailto:tracey@organizationalexcellencespecialists.ca)

We look forward to your engagement and partnership with us on this enlightening performance excellence journey and adventure. Take your excellence journey to the next level by completing an assessment of your key management areas to include specific guidance on recommended improvement strategies.

Major Contributing Author: *Tracey Seitz Polowich, Contigo Business Services Inc., is a GFOA Member, CPA, CMA and Certified Organizational Excellence Specialist (COES), providing services to municipal clients throughout Alberta, Canada.*

Thank You.

Sincerely,

Dale F. Weeks

## About the author:



Dale F. Weeks, CEO of GLBA, holds the position as Vice-Chairman & Director for Benchmarking Projects as Board Member of the GBN.

He is President of the Global Leadership and Benchmarking Associates (GLBA), a consulting firm focused on delivering performance excellence and global benchmarking management services to both the public and private sectors. For 20+ years, Dale also led major private sector change initiatives in Marketing, Information Systems, and Consulting capacities for Con-

trol Data Corporation, General Mills, and Xerox, where he was instrumental in producing \$50+ million in Sales Revenue. Dale has continually shared his innovative ideas on performance excellence and benchmarking as a speaker at 50+ globally focused conferences, holds a B.S. degree in Mathematics (St. Lawrence University), and an M.B.A. degree in Finance (University of Minnesota).

Get in touch with him at:  
[dfwglba@gmail.com](mailto:dfwglba@gmail.com)

# GBN celebrates “World Creativity and Innovation Day” & 2nd International Innovation and Benchmarking Summit



April 21, 2022 marked another milestone for the members of the Global Benchmarking Network (GBN) and the Philippine Society for Quality (PSQ) as they joined the United Nation's (UN) celebration of World Creativity and Innovation Day (#WCID).

Why April 21? The UN General Assembly Resolution in April 27, 2017 established April 21 as “World Creativity and Innovation Day.”

Its aim is to raise awareness on the role of creativity and innovation, and to spark creative minds in discovering ways to advance the UN's Sustainable Developmental Goals (SDG) 2030.

It aims to rally the world to come together for creative multi-disciplinary thinking across all levels (individual and group). It encourages everyone to use “new ideas, make new decisions, and take the steps towards making our world better through creative thinking.”

In our 2nd International Innovation and Benchmarking Summit last April 21, GBN and PSQ joined the world in harnessing Creativity and Innovation by forging together the insights of business leaders and innovation experts.

For us in the GBN community, we celebrated this day as a universal meeting of like-minded thought leaders on Benchmarking and Innovation. We shared insights and drove innovative conversations

amidst multi-dimensional global challenges such as the COVID pandemic, impending recessions in most countries, and “never-have-we-seen” storms, hurricanes and other effects of climate change.

Let us recall how we virtually travelled to different countries to learn new perspectives and new tools on Strategic Foresights, Innovation, Digital Transformation and Process Excellence.

One of our keynote speakers was from a country known for its great food, people, art, culture and architecture.



Miguel Jimenez, FFWD

We were honored to have with us directly from Spain Mr. Miguel Jimenez, CEO and Founder of FFWD – Futures Intelligence and Strategic Foresight. Armed with a multi-disciplinary background in computer science, technology, social sciences, business administration and industrial design, Mr. Jimenez talked about “Navigating Sustainable Innovation through Strategic Foresight.”

For over 20 years, he worked with corporate and government leaders in Europe, Asia, Middle East and the Americas to influence them in adopting futures thinking and applied corporate foresight. He worked in companies from various industries such as Ikea, Design Council of Singapore for design, Zara and Chanel for retail, Banco Santander and BBVA for finance, and Microsoft and Telefonica for technology.

From Spain, we travelled to a sunny, tropical island in Southeast Asia referred to as the Garden City for its many parks and tree-lined streets and as “Instant Asia” since it offered a glimpse into many cultures from all parts of the continent. This island was none other than one of Asia's economic tigers -- Singapore.

Our speaker was Ms. Gayathri Gopal, Senior Innovation Consultant from Board of Innovation, who shared how we could “Translate Ideas into Market Viable Solutions.”



Ms. Gayathri Gopal, Board of Innovation

Based in Singapore, Ms. Gopal had over eight years of experience in formulating innovation strategies, setting up incubators, designing new businesses and coaching innovation teams.

Her career was a good mix of consulting corporates and entrepreneurship. She co-founded a music tech company and a fitness chain. Her academic background ranged from Engineering and Business Management to Masters in Innovation.

We then set our sights on Healthcare Innovations, a key component in addressing the pandemic challenges using Digital Transformation tools.



# World Creativity & Innovation Week

April 15 - 21

We travelled to another country which was one of the world's largest archipelagic nations, home to the City of Smiles, and a place known for its cheerful people, rich biodiversity, beautiful beaches, rainforests, and heritage towns, to name a few.

Where was this? None other than my home country, the Philippines.

Our speaker Dr. Trixie Tiangco shared "How Artificial Intelligence (AI) Was Used on COVID 19 Pneumonia Detection."



Dr. Trixie Tiangco, Augusto P. Sarmiento Cancer Institute of The Medical City

Dr. Tiangco, the Director of the Augusto P. Sarmiento Cancer Institute of The Medical City, was a staunch advocate for cancer cure across the country. In order to successfully pioneer the use of Artificial Intelligence to address COVID 19 challenges, she had collaborated with the Department of Science and Technology and AI experts from the Domingo AI Research Center or Darc Labs.

An epidemiologist, medical and hematologic oncologist, she was also a principal investigator for several multi-center epidemiologic studies with topics ranging from Artificial Intelligence-powered diagnostic imaging and genomic and bio-

marker profiling to establishing baseline data on the diagnosis and treatment of cancer among Filipinos.

From the Philippines, we travelled to the land of poets and thinkers, Christmas traditions, Black Forest, the Alps and the Oktoberfest – Germany.

Our speaker Dr. Eva Diedrich shared how we could build "Sustainable Innovation Ecosystem through ISO 56002."



Dr. Eva Diedrich

Dr. Diedrich had over 20 years of comprehensive expertise in developing digital innovation management capabilities for SMEs and large corporations across the globe.

She was the founding managing director of the European Innovation Management Academy where she supported the World Economic Forum as an adviser on "Enhancing Europe's Competitiveness in Fostering Innovation-driven entrepreneurship and on collaborative Innovation.

She was also instrumental in developing the largest global benchmarking database on innovation management with 11,000 companies. She served as chief expert of

Asian Productivity Organization in developing the digital innovation process guide and ISO 560004 Innovation Management Assessment Guidelines.

From Germany, we virtually travelled to a country that pioneered the germ theory and medicine, and was known for its grand palaces and one of longest reigning monarchs, the late Queen Elizabeth -- the United Kingdom.



Mark Modena, Winning Moves

Our speaker from UK was Mr. Mark Modena, Director of Performance Management Services, Winning Moves. An experienced consultant and business owner, he shared how we could "Drive Business Growth through Strategic Innovation."

He was an innovation and digital technology specialist who shaped the development of the Winning Moves software suite and championed the importance of technology and data in business to improve productivity. His work included developing and managing numerous best practice and enterprise development programs in the UK and internationally, including the creation of more than 40 benchmark centers around the world.



Florian Kidschun, Information Centre Benchmarking at Fraunhofer IPK

Next, we travelled back to Germany and zoomed in on the world's leading applied research organization, Fraunhofer.

Our speaker, Mr. Florian Kidschun, shared how we can "Measure the Effectiveness of Digital Transformation using a Self-Assessment Digital Transformation Tool."

Mr. Kidschun heads the Information Center Benchmarking at Fraunhofer IPK. As the Secretary General of Global Benchmarking Network he is administering the network and ensuring the communication between stakeholders.

We hope you enjoyed re-living our virtual travel to 5 countries and our exhilarating learning journeys shared by our experts from Spain, Singapore, Philippines, Germany and United Kingdom.

**CELEBRATING THE UNITED NATION'S WORLD  
CREATIVITY AND INNOVATION DAY**

**2ND WORLD INNOVATION  
& BENCHMARKING SUMMIT**

**A COMPLIMENTARY PRE-CONFERENCE**

**Insights, Inspiration, and Ingenuity**

APRIL 21, 2022 | 1:00PM-6:00PM PHILIPPINE TIME | VIRTUAL

 <b>GAYATHRI GOPAL</b> Senior Innovation Consultant Board of Innovation SINGAPORE	 <b>MARK MODENA</b> Director of Performance Improvement Services Winning Moves UNITED KINGDOM	 <b>DR. BEATRICE TIANGCO</b> Director, Augusto P. Sarmiento Cancer Institute, The Medical City & CEO, Cancer CARE Registry and Research PHILIPPINES	 <b>FLORIAN KIDSCHUN</b> Head, Information Center Benchmarking, Fraunhofer Institute for Production Systems and Design Technology GERMANY	 <b>DR. EVA DIEDRICHS</b> Senior Adviser, Kearney and Former Managing Director of IMProve Academy GERMANY
 <b>DR. REY FREMISTA</b> President Philippine Society for Quality	 <b>MA. TERESA BAGAMAN</b> Chair 2nd World Innovation & Benchmarking Summit	 <b>DR. ROBIN MANN</b> Chairman Global Benchmarking Network	 PHILIPPINE SOCIETY FOR QUALITY • SINCE 1969	
			 Global Benchmarking Network	

## About the author:



Teresa U. Bagaman MBA, Chairperson of the 1st International and Benchmarking Summit & Vice-President, Business Intelligence, Innovation and Benchmarking of Philippine Society for Quality.

Maritess is currently the Vice President and Head, Center for Innovation and Lifelong Learning, The Medical City. She is an Innovator, a Quality and Process Excellence Management Expert, Design Thinking Coach, Lean Six Sigma Master Black Belt, and dedicated Learning Facilitator

with more than 25 years of successfully implementing Innovative and Disruptive Solutions across industries. A Gold Honor MBA graduate from the Ateneo Graduate School of Business, she has won the International Benchmarking Award for The Medical City in Dubai during the Global Benchmarking Competition in 2015 and has presented several technical papers in various international and local conferences.

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