



COER News – December 2020

Latest news on benchmarking, business excellence & best practices & an opportunity to participate in an exciting project on business excellence!

It has been a long time since I have shared news on COER's research and activities. It's been an incredibly unusual and difficult year for everyone, I hope you are all healthy and your families and friends too... there is now light at the end of the tunnel with a vaccine on the way.

Over the last year COER has remained extremely busy. This newsletter provides a snapshot of some of our work and forthcoming events/activities. To follow our work more regularly please link to <https://www.linkedin.com/in/drrobinmann>.

Events this year:

- **Friday 4th December, 4.00pm Sydney Time** - Webinar Dr Robin Mann - **Importance of Benchmarking & Business Excellence in Today's World**. [Please register here](#). The webinar is organised by Business Excellence Australia and Australian Organisation for Quality.
- **Tuesday 8 December, 6:00 pm - 7:00 pm NZ Time** - Webinar - All Welcome - **Transforming the Government Sector in Dubai through Business Excellence** with Dr Hazza Al Neaimi, Coordinator General, Dubai Government Excellence Programme. [Please register here](#). The webinar is organised by the New Zealand Business Excellence Foundation.

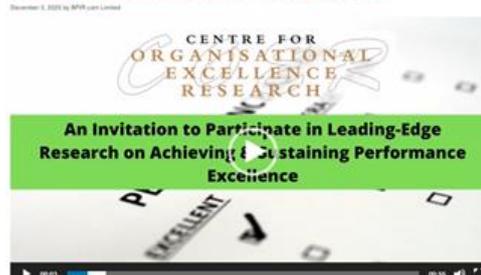
Events next year:

- **TRADE Benchmarking Training Certification Course**. To begin in January 2020. Four 3-hour training sessions, practical work between sessions, 6 to 12 participants. Join a training session independently or as a group from your organisation. Contact trade@coer.org.nz for further information.
- **New Zealand Business Excellence Foundation Conference & International Best Practice Competition**, 10/11 May 2021, Wellington, NZ. (On-line or In-person) (Pre-qualifying International Best Practice Competition, on-line presentations from March 2021 onwards, details to be announced in January 2021).

Participate in our research:

Calling all Business Excellence Award Winners and Applicants – An Opportunity to Participate in Leading-Edge Research on Achieving & Sustaining Performance Excellence. [Read more & participate here](#).

Calling all Business Excellence Award Winners and Applicants – An Opportunity to Participate in Leading-Edge Research on Achieving & Sustaining Performance Excellence – SURVEY NOW LIVE



Review our research findings:

In the last year, we have completed a number of research projects. Some are shown here:

- [Listing and analysis of Business Excellence journal papers from 1990 to today](#)
- [Research reveals that 56 countries have an active business excellence awards program](#)
- [Excellence Without Borders – Report Released for Public Use](#)
- [Best Practice Report: Artificial Intelligence](#)
- [Managing and Recovering from the COVID-19 Pandemic – Dubai We Learn Research Report](#)
- [Best Practice Report: Information & Knowledge Management: Big Data](#)
- [Best Practice Report: Strategic Foresight and Future Shaping](#)
- [Achieving performance excellence through benchmarking and organisational learning - 11 case studies from the 2nd cycle of Dubai We Learn's Excellence Makers Program](#)

Recent Academic Papers published:

- [Rapid benchmarking: the case of a multinational dairy company](#)
- [An analysis of a benchmarking initiative to help government entities to learn from best practices – the "Dubai We Learn" initiative](#)
- [An analysis of a structured benchmarking project: The case of Dubai Electricity and Water Authority's benchmarking project](#)

Interested in undertaking a PhD in Business Excellence?

Find out more here; [PhD Applicants \(coer.org.nz\)](#)

Current work:

This year our team has been incredibly busy with revamping and relaunching the [Best Practice Improvement Resource - BPIR.com](#) – this has been a massive endeavor as the content has had to be reviewed and reclassified. We hope for the new resource to be ready in January 2021.

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The Best Practice Improvement Resource

The ultimate resource for business and organisational success; establish performance metrics, benchmark or self-assess organisational performance, search 1,000's of case studies and expert opinion to learn from the best – all searchable via business excellence model (Baldrige/EFQM) criteria and by process – *Connect, network, learn and implement!*

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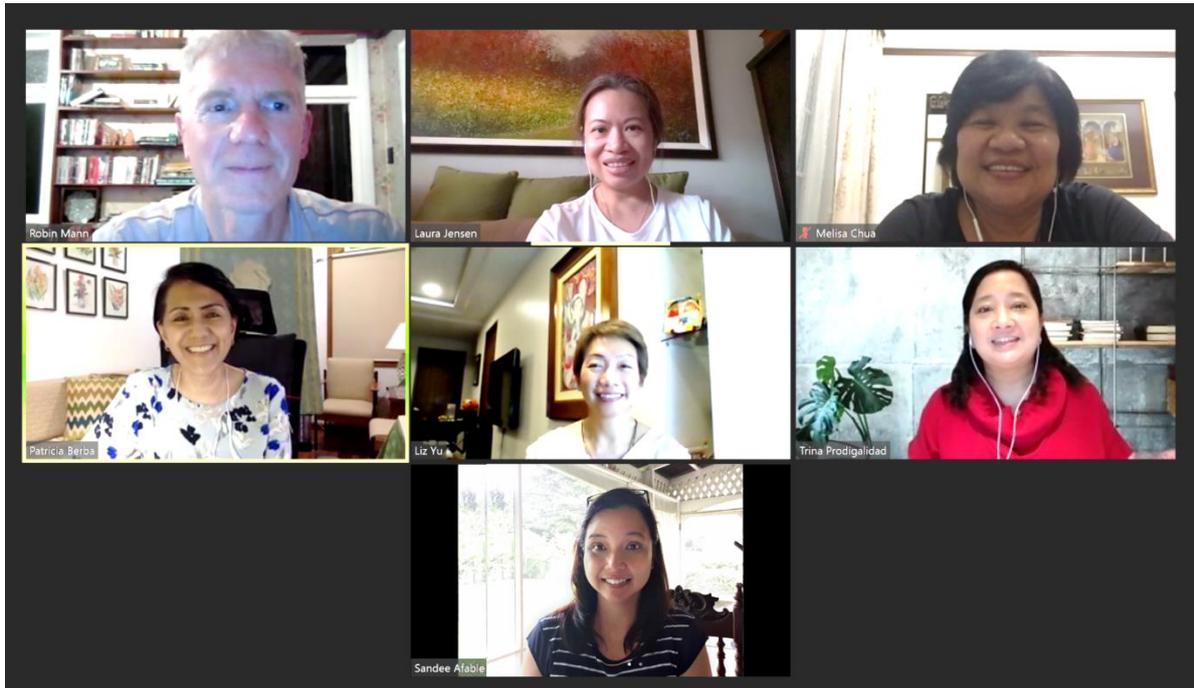
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Other work has included assisting the Dubai Government Excellence Program with its COVID-19 Benchmarking Project (earlier this year) and completing the 3rd Cycle Dubai We Learn book of 10 benchmarking projects (to be published early next year). Other exciting projects have included assisting the National Productivity Organisations of Bangladesh (project completed) and Pakistan (project ongoing) on institutional capability building to ensure they have the internal resources, capacity and know-how to lead the productivity movement in their respective countries.

Recently I had the pleasure of providing a TRADE Benchmarking Training Course to a small group from the Philippines following a request from [Patricia Berba](#) who will be representing COER in growing the use of TRADE in the Philippines. A photo of the happy participants is shown below.



Last week, I was privileged to speak at the 1st World Innovation & Benchmarking Summit – organized by the Philippines Society of Quality and the Global Benchmarking Network. The role of the [Global Benchmarking Network](#) in these difficult times has never been more important – the need to share and learn best practices (locally and internationally) to manage and recover from the COVID-19 Pandemic. You can read the GBN's latest newsletter [here](#).

This is a reminder of a normal year at COER [pictures from 2019](#) – a big difference from 2020!

Looking forward to a *normal* year in 2021!

All the best

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