

COER NEWS UPDATE – April 2009

– Benchmarking, Best Practices & Business Excellence –

Hello COER News readers

This **COER NEWS UPDATE** includes information on:

1. Global popularity of business improvement tools and benchmarking
2. Social networking and business improvement
3. Best practice benchmarking and certification
4. Business excellence tools
5. Training and consultancy in six sigma, statistical process control and design of experiments
6. Research opportunities
7. Current research - can you help?
8. Three great conferences in 2009
9. Events happening around the globe

1. GLOBAL POPULARITY OF BUSINESS IMPROVEMENT TOOLS AND BENCHMARKING

In 2008 the Centre for Organisational Excellence Research (COER), on behalf of the Global Benchmarking Network www.globalbenchmarking.org, conducted research to identify the current status of business improvement tool use worldwide.

In total over 450 organisations responded from over 40 countries. Thanks to all of you! **A report sharing the findings has now been produced. Excerpts are shown on the BPIR blog at http://www.bpir.com/component/Itemid,143/option,com_mojo/cat,5/** whilst BPIR members can access the full report at <http://www.bpir.com/gbn-survey-results/menu-id-69.html> once logged in.

2. SOCIAL NETWORKING AND BUSINESS IMPROVEMENT

At last the wait is nearly over.... Currently the BPIR.com is an information resource - it contains one of the largest collections of best practices, benchmarks and self-assessment tools on the web. However, with recent developments in web technology and the growing interest in online networking we are now planning to introduce the 2nd phase of development. **This will transform the BPIR into an information and networking resource with unique facilities for business people.**

BPIR to support networking



BPIR member profiles



For more information on these changes go to http://www.bpir.com/component/Itemid,143/option,com_mojo/cat,5/

Here you will find links to interesting articles such as:

Social networking sites good for business - Good news for workers addicted to Facebook, Bebo and MySpace, a British think-tank says bosses should not stop their staff using social networking sites because they could actually benefit their firms. The report by Demos said encouraging employees to use networking

technologies to build relationships and closer links with colleagues and customers could help businesses rather than damage them

3. BEST PRACTICE BENCHMARKING AND CERTIFICATION

The wide appeal and acceptance of benchmarking has led to various benchmarking methodologies emerging. TRADE is one such methodology. The TRADE benchmarking methodology focuses on the exchange (or "trade") of information and best practices to improve the performance of processes, goods and services. It is a powerful method that enables organisations to learn what successful organisations are doing and adapt these practices to their needs – it can be applied to soft management issues or hard process issues.

This methodology is the first to have a **certification system** built around it to ensure that those who are trained in benchmarking move from a stage of **Awareness to Proficiency to Mastery in benchmarking** — therefore leading to successful benchmarking projects that produce substantial bottom-line benefits.

The next upcoming training on TRADE best practice benchmarking will be on 27 to 28th May in Singapore, contact Leslie Teo for a brochure and to register at leslie@mgdelxis.com.

For more information on TRADE contact Dr Robin Mann, r.s.mann@massey.ac.nz or go to <http://www.coer.org.nz/trade.htm>.

4. TRAINING AND CONSULTANCY IN SIX SIGMA, STATISTICAL PROCESS CONTROL, AND DESIGN OF EXPERIMENTS

There are an array of tried and tested quality tools, methods and approaches designed to reduce process variation, eliminate quality problems and achieve effective continual improvement of processes and product. **To learn more about these tools and how COER can help by providing training or consultancy in the implementation of such tools within your organisation contact Dr Nigel Grigg, N.Grigg@massey.ac.nz.**

5. BUSINESS EXCELLENCE TOOLS

Over the last 10 years over 300 organisations have undertaken one of COER's business excellence self-assessments. COER' supports two types of self-assessment. One is called BPES – Benchmarking and Performance Excellence Self-assessment and the other ASSESSOR.

These tools assess performance in these areas:

- Leadership;
- Customer and market focus;
- Human resources;
- Business results
- Strategic planning;
- Measurement, analysis and knowledge management;
- Process management;

For more information go to www.businessexcellencetools.com or contact Dr Robin Mann, r.s.mann@massey.ac.nz.

6. RESEARCH OPPORTUNITIES

PhD opportunities in best practice research and business excellence. For more information contact Dr Nigel Grigg, COER, N.Grigg@massey.ac.nz or visit <http://www.coer.org.nz/researchandopps.htm>. The fees for domestic and international students are approximately NZ\$5,000 per year for PhD study at Massey University. However, you need to be able study full-time for 3 years and live in New Zealand for the majority of the time. If you are an international student and do not want to relocate to New Zealand then international fees apply.

7. CURRENT RESEARCH – CAN YOU HELP?

We have two PhD researchers who wish to find organisations to assist them in their research. Participants will benefit through having access to the research results.

The projects are on:

- a. **Development of a model to assist organisations in the selection of initiatives towards the achievement of organisational/business excellence.** The aim of this research is to develop a new model to assist organisations in the selection of suitable initiatives to be used in the journey towards business excellence focussing on:
- What are the main initiatives that should be used for each business excellence category and level of business excellence maturity?
 - What factors should be considered when selecting suitable initiatives?

If your organisation has developed such a model then the PhD researcher, Musli Mohammad, would be interested to hear from you – contact M.Mohammad@massey.ac.nz. He is particularly interested in hearing from organisations that have won business excellence awards.

- b. **The Effect of National and Organisational Culture on Continuous Improvement.** Scholars and practitioners alike increasingly recognize the importance of understanding contextual factors, when implementing quality practices. While various studies attest that culture (both national and organisational) does affect quality management practices, it is much less clear how.

Jurgen Wagner's, J.P.Wagner@massey.ac.nz, research is investigating this whole area. **If you belong to a multinational manufacturing organisation and you are interested in how cultural issues impact your improvement programmes then please contact Jurgen – he is looking for case study organisations.**

8. THREE GREAT CONFERENCES IN 2009

- **3rd Annual Quality Congress Middle East, 6-7 April, Dubai.** This conference focuses on the quality movement in the Middle East; its perspectives and implementation challenges; cultural specifications and its impact on sustainable development. This event is being organised by the Hamdan Bin Mohammed e-University. For further information go to <http://qc.hbmeu.ae/index.php>.
- **4th International Benchmarking Conference, 27-28th October, Bahrain.** This event is being organised by the Bahrain Quality Society and the Global Benchmarking Network, www.globalbenchmarking.org. The conference programme will be available soon at www.bestpracticeconference.com. For more information contact Ahmed Abbas at ahmed@bahrainquality.org.
- **Performance Measurement Association Conference, 14-17 April, Dunedin, New Zealand.** For the first time this prestigious conference, founded by Cranfield School of Management, has come to New Zealand. For further information go to <http://www.pma.otago.ac.nz/default.aspx>

9. EVENTS HAPPENING AROUND THE GLOBE

To see over 40 management, quality, business excellence, and benchmarking events that are happening all around the world visit the event calendar at www.bpir.com - you can also add your own events here.

That is it for now. Thanks for spending time reading **COER NEWS UPDATE**

Best regards



Dr Robin Mann, Director - Centre for Organisational Excellence Research (COER), Massey University, and COER Limited, New Zealand, Tel: 64 6 350 5445. Email: R.S.Mann@massey.ac.nz, www.coer.org.nz. Chairman, Global Benchmarking Network, www.globalbenchmarking.org, Advisory Board member of the Hamdan Bin Mohammed e-University, Dubai - www.etqm.ae, Director, BPIR.com Ltd. www.BPIR.com - the resource for benchmarking, best practices, performance measurement, business excellence and general performance improvement.