

Subject title of email - **COER NEWS – Benchmarking, Best Practices & Business Excellence**

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## **COER NEWS UPDATE – March 2008 – Benchmarking, Best Practices & Business Excellence**

Hello COER News readers

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

- BEST PRACTICE BRIEFS
- RESEARCH OPPORTUNITIES
- EVENTS
- JOSEPH JURAN
- CURRENT PROJECTS

We will be publishing a full version of COER NEWS in April. If you have information (up to half a page) that you would like to include in April's issue please send it to me by 25 March 2008.

### **BEST PRACTICE MANAGEMENT BRIEFS**

- **We recently upgraded our monthly Best Practice Management Brief Reports – visit the [www.BPIR.com](http://www.BPIR.com) to see their new look. FREE reports in PDF format on benchmarking and business excellence can be found at this link <http://www.bpir.com/about-management-briefs-bpir.com/menu-id-71.html>.** Recent revamped reports have been on Benchmarking, Business Excellence and TQM. Issues shortly to be released will be on Employee Conflict Resolution, Performance Management, Six Sigma, and Sustainability. In total we have almost 50 reports covering topics such as: • Business Continuity Planning • Call Centre Representatives • Compensation Schemes • Customer Complaints Resolution • Customer Loyalty • Diversity Planning • Emotional Intelligence • Employee Motivation • Ethical Business Practices • Lean Techniques • Managing Innovation • Recruitment and Selection • Succession Planning • Work and Life Balance.

### **EVENTS**

- **Middle East Quality Association 2nd Annual Congress – Creating Architecture of Quality and Excellence in the Middle East: Responsibilities, Challenges and Strategies, 7-9<sup>th</sup> April 2008, Dubai, United Arab Emirates. <http://portal.etqm.ae/en/home/events/meqa2/>.** This event is coming up fast but you still have time to register. The event showcases Middle Eastern research into business and quality issues and includes presentations from many of the world's leading business management practitioners and consultants.
- **Benchmarking Conference – Global Benchmarking Network Roadshow Series, 23-24<sup>th</sup> April, 2008, Toronto, Canada. <http://www.nqi.ca/gbn/home.php>.** The speakers, including benchmarking experts from around the world, will be discussing the best practices and benefits of benchmarking. There are 3 Canadian case-studies in the program: Xerox Canada, Carlton University and Canadian Blood Services. Linked to the conference is a Best Practice Tour and the NQI Chairman's Networking Dinner (a very special event with top entertaining speakers).

- **3rd International Benchmarking Conference, 9-10<sup>th</sup> October 2008, Budapest, Hungary.** [www.bestpracticeconference.com](http://www.bestpracticeconference.com). This event is being organised by the Hungarian Association for Excellence and the Global Benchmarking Network, [www.globalbenchmarking.org](http://www.globalbenchmarking.org). There are a number of speaker positions still available and there is an opportunity for your paper to be published in the International Benchmarking Journal. A special edition on the *application of benchmarking* will be produced following on from the conference. If you are interested in being a speaker and supplying a paper for the journal contact Dr Robin Mann, [r.s.mann@massey.ac.nz](mailto:r.s.mann@massey.ac.nz) for more details.
- **The New Zealand Organisation for Quality (NZOQ) – Learn - Share - Grow Conference 2008 - Quality, Productivity & Sustainability, 22-24<sup>th</sup> October 2008, Queenstown, New Zealand.** <http://conference2008.nzoq.org.nz/>. Visit one of the most beautiful places on earth and have a great conference experience.

## OTHER EVENTS

- **To see management, quality, business excellence, and benchmarking events visit the event calendar at [www.bpir.com](http://www.bpir.com).** You can also add your own events here.

## CURRENT PROJECTS

- **The Jumpstart Benchmarking Programme in Singapore for the public service.** COER, working with PSCOE, recently helped 8 public sector organisations to begin best practice benchmarking projects using COER's unique "**TRADE benchmarking methodology**". The projects are in the following areas; recruitment process, customer feedback handling, money collection for public good/charities, improving the performance of school pupils in social, emotional and academic aspects, customer service of front-line staff, measuring the quality of tertiary education, design and development of training courses and leadership development. For information on TRADE contact Robin at [r.s.mann@massey.ac.nz](mailto:r.s.mann@massey.ac.nz).
- **In January, COER working with PYXIS Ltd launched a website called [www.businessexcellencetools.com](http://www.businessexcellencetools.com).** This website profiles tools to assist in business excellence assessments.
- **Soon BPIR.com will launch a new website titled [BPIR Plan4Success.com](http://BPIR.Plan4Success.com).** This new innovative website is temporarily called the "Quality Journey" and located at [www.journey.bpir.com](http://www.journey.bpir.com). **This is currently a trial site – let [steve@bpir.com](mailto:steve@bpir.com) know what you think of it.** It has been designed to assist companies and business units in business planning and performance management using the latest business excellence concepts. It will assist companies in setting their vision, mission, values, objectives, defining and prioritising processes, identifying critical behaviours, and putting in place measures to improve overall organisational performance.
- **Best Practice Tour of Australia and New Zealand planned from 14- 30<sup>th</sup> October 2008.** COER with Gulf Lead Consultants (Kuwait) are currently planning a tour of Australia and New Zealand to finish at the NZOQ's conference in Queenstown. This trip is being arranged for Middle Eastern organisations. If interested in finding out more contact Robin at [r.s.mann@massey.ac.nz](mailto:r.s.mann@massey.ac.nz).

## RESEARCH OPPORTUNITIES

- **PhD opportunities in best practice research and business excellence.** For more information contact Dr Nigel Grigg, COER, [N.Grigg@massey.ac.nz](mailto:N.Grigg@massey.ac.nz) or visit [www.coer.org.nz](http://www.coer.org.nz). 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 to study full-time for 3 years and live in New Zealand for the majority of the time.

#### **DR. JOSEPH M. JURAN, “FATHER” OF QUALITY, HAS PASSED AWAY**

- **Dr. Joseph M. Juran, noted author and “father” of modern day Quality Management, passed away on February 28th, 2008, from natural causes.** Juran was 103 when he died and still active in the quality field. Juran’s contributions to the quality field have been enormous. Along with Deming and Feigenbaum he was instrumental in the post-war rebuilding of Japan that led to Japan’s leadership in producing quality products and services in the 1970’s and 1980’s. For further information on Juran’s life visit [http://www.juran.com/who\\_sub\\_our\\_founder.asp](http://www.juran.com/who_sub_our_founder.asp).

Thanks for spending time reading **COER NEWS UPDATE**

Best regards



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