

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

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COER NEWS UPDATE – June 2008 – Benchmarking, Best Practices & Business Excellence

Hello COER News readers

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

1. Global Survey on Business Improvement & Benchmarking – Final chance to participate
2. Global Survey on Business Improvement & Benchmarking – Responses by country so far
3. Events
4. Other Events
5. Current Projects
6. Research Opportunities
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1. GLOBAL SURVEY ON BUSINESS IMPROVEMENT & BENCHMARKING – FINAL CHANCE TO PARTICIPATE

The Centre for Organisational Excellence Research (COER) on behalf of the Global Benchmarking Network, www.globalbenchmarking.org is conducting research to identify the current status of business improvement tool use worldwide. To assist with this important research we encourage you to complete the electronic survey at <http://gbn.bpir.sgizmo.com/> or alternatively you can complete a WORD version of the survey at <http://www.bpir.com/gbn-survey-bpir.com/menu-id-1.html>.

It will take between 5 to 45 minutes of your time dependent on your use of benchmarking. Those that do not use benchmarking only complete Sections 1 and 2 of the survey.

In return for completing the survey you will be sent a copy of the findings and given one month's FREE access to the BPIR.com (a benchmarking and best practice website resource).

In addition, one lucky winner that completes all sections of the survey will be invited to the GBN's 3rd International Benchmarking Conference, Budapest, Hungary – 9/10 October 2008, www.bestpracticeconference.com. Conference fee and accommodation for three nights will be paid by the GBN.

2. GLOBAL SURVEY ON BUSINESS IMPROVEMENT & BENCHMARKING – RESPONSES BY COUNTRY SO FAR

To date we have had almost 300 responses. Responses by country are shown below:

Country	No. of Responses	Country	No. of Responses	Country	No. of Responses
UK	41	UAE	6	Namibia	1
New Zealand	36	Greece	3	Russia	1
Canada	35	Mexico	3	South Africa	1
Germany	33	Botswana	2	Ukraine	1
Australia	24	Iran	2	Austria	1
Taiwan	22	Turkey	2	Cyprus	1
Singapore	14	Hungary	2	Ireland	1
India	9	Belgium	1	Pakistan	1
Saudi Arabia	8	Czech Republic	1	Portugal	1
USA	8	Ethiopia	1	Slovakia	1

From analysing the survey results we will obtain an indication of the popularity of business improvement tools and their benefits. We are hoping for at least 20 responses per country so that we can make country to country comparisons. Therefore, it is important we receive as many responses as possible. **The closing date has been extended to 20 June (this is the final response date).** Thank you for your support.

3. EVENTS

- **12th Annual Leadership and Supervision Conference, 27 June 2008, Auckland, New Zealand.** Keynote presentations by John Hart, Director of Football Vodafone Warriors and Dick Hubbard, former GM Hubbard Foods Ltd & former Auckland Mayor. For more information visit <http://ema.co.nz/supervision/index.html>.
- **International Conference of Quality Managers, 23-25th August 2008, Tehran, Iran.** <http://www.qm-conference.com>. This conference, attended by about 5000 delegates from around the world, will be one of the biggest and best conferences of 2008.
- **3rd International Benchmarking Conference, 9-10th October 2008, Budapest, Hungary.** This event is being organised by the Hungarian Association for Excellence and the Global Benchmarking Network, 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. Visit www.bestpracticeconference.com for more details.
- **The New Zealand Organisation for Quality (NZOQ) – Learn - Share - Grow Conference 2008 - Quality, Productivity & Sustainability, 22-24th 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.**

4. OTHER EVENTS

- **To see 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.

5. CURRENT PROJECTS

- **Benchmarking Certification. Due to the interest in COER's TRADE benchmarking methodology a benchmarking certification program has been developed to support it.** The certification program provides assurance to organisations that their staff are effectively trained in benchmarking and thus are more likely to reap substantial financial and operational benefits from undertaking benchmarking projects.

The TRADE benchmarking methodology is focused on the exchange (or "trade") of information and best practices to improve the performance of processes, goods and services. It consists of a five stage benchmarking methodology:

- **T**erms of Reference (plan the project)
- **R**esearch (research current state)
- **A**ct (undertake data collection & analysis)
- **D**eploy (communicate & implement best practices)
- **E**valuate (evaluate the benchmarking process & outcomes)

For information on TRADE benchmarking and certification contact Dr Robin Mann, r.s.mann@massey.ac.nz.

- **Mastery in Business Excellence Program, 15 September to 15th December 2008.** COER with Gulf Lead Consultants (Kuwait) have developed an innovative ***Mastery of Business Excellence Program***. This *three month program* provides a fast-track to develop senior leaders into ***Masters***

of Business Excellence. The program includes a Best Practice Tour to Singapore and New Zealand from 15th-26th October, departing from Kuwait or Dubai. For more information and a brochure contact Shady Mouness, Gulf Lead Consultants, shady@glc-im.com.

- **Business Excellence Tools.** COER's new website www.businessexcellencetools.com has generated substantial interest with many organisations using its tools to undertake business excellence self-assessments. The website describes different types of self-assessment tools and promotes tools that have been used successfully by hundreds of organisations.

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 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.

7. JOB OPPORTUNITY

- **Benchmarking Researcher required for BPIR.com Limited. Do you enjoy collecting and analysing data?** The researcher will be tasked with building up the quantity and quality of benchmarks within the BPIR.com website resource through liaising with our Partners and Members. Experience in survey development and an interest in business improvement and benchmarking are desired. The person has the opportunity to become involved in benchmarking consultancy projects. Ideally the person will be willing to relocate to Palmerston North, New Zealand. For more information contact Dr Robin Mann, r.s.mann@massey.ac.nz.

8. BEST PRACTICE MANAGEMENT BRIEFS

- **We recently upgraded our monthly Best Practice Management Brief Reports** – visit the 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>.

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

Best regards



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