

COER News – Benchmarking, Business Excellence and Best Practices

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Hello [COER News](#) readers

1 August 2015

This is a quick update on COER's activities and events that you may wish to get involved in.

4th International Best Practice Competition - 1st Call for Entries

The International Best Practice Competition, <http://www.bestpracticecompetition.com>, encourages organizations to share their best operational and managerial practices, processes, systems, and initiatives and learn from the experience of others. It provides an opportunity to celebrate the achievements of individuals and teams that have been responsible for creating and/or managing the introduction and deployment of best practices.

Have a think about what your organization does well, and submit your entry by 14 August 2015. If successful you will be asked to share your best practice in an 8 minute presentation on the **26/27th November 2015, Manila, Philippines**, courtesy of the [Development Academy of the Philippines](#) and our sponsors the [Abu Dhabi Chamber of Commerce](#) (who were the hosts in 2014).

Last year we had 52 entries with 32 qualifying to the Competition Event. Entries were received from 12 countries. This year we would like to do even better!

Download an [entry form](#) or view a [promotional flyer](#) to share with your colleagues.

COER's workshops:

Dubai We Learn – TRADE Best Practice Benchmarking, 7/9 September 2015, Dubai. (For Dubai government entities only as part of the Dubai Government Excellence Programme). To register contact, Ms. Maha Ahmad email: maha.ahmad@tec.gov.ae.

Benchmarking for Excellence Workshop, 14/16 September 2015, Manila, Philippines. To register contact, Melanie Mercader, mercaderm@dap.edu.ph.

Benchmarking for Excellence Workshop, 21/23 September 2015, Tagatay, Philippines. To register contact Melanie Mercader, mercaderm@dap.edu.ph.

Benchmarking for Excellence Workshop, 28/29 September 2015, Singapore. [Download a flyer.](#)

All 2014 finalists of the GBN's Global Benchmarking Award were users of COER's TRADE Best Practice Benchmarking Methodology. Contact us for an In-house Workshop, trade@coer.org.nz. We have conducted training in over 15 countries in the last two years.

Dubai We Learn - Knowledge Sharing and Innovation Initiative:

COER is pleased to announce that it will be working with the Dubai Government Excellence Programme to deliver the "Dubai We Learn - Knowledge Sharing and Innovation Initiative" for government entities in Dubai. The programme will consist of a range of knowledge sharing and organisational learning activities designed to fast-track organisational improvement and stimulate innovation. COER's [TRADE Best Practice Benchmarking Methodology](#) and [BPIR.com](#) will be the key tools used to drive these changes.

The United Arab Emirates has aggressively pursued "business excellence" for over 20 years with great success. The Dubai Government Excellence Programme has led the way resulting in dramatic improvements in areas such as customer satisfaction and employee well-being across the government sector. As a result the UAE has become one of the fastest improving countries in the world as shown by indicators such as Ease of Doing Business, Global Competitiveness, Innovation Linkages and Life Expectancy. Indeed, since 2013 the UAE has been ranked No.1 in the world for government efficiency by the IMD World

Competitiveness Centre. With the launch of the [4th generation of government excellence](#) earlier this year and "Dubai We Learn" it is clear that the UAE means business and will continue its climb to becoming one of the most vibrant, safe and attractive countries to live and work in.

Dubai We Learn will begin on 6 September 2015 starting with an Awareness Session, contact Ms. Maha Ahmad email: maha.ahmad@tec.gov.ae for details.

Government Excellence Class Launch within the Philippines:

COER with the [Development Academy of the Philippines](#) (DAP) have designed a Government Excellence Class (GEC) programme that will ultimately enable public sector organisations to reach world-class status as assessed against the Baldrige Criteria for Performance Excellence – the model used for the Philippines Quality Award.

The GEC programme will provide the building blocks to help the public sector start and maintain its journey towards excellence. A core element of the programme is the provision of a GEC Self-assessment Tool that will assist public sector organisations to assess their systems and performance, and develop appropriate actions. There are over 10,000 public sector organisations in the Philippines and it is the intention to have the majority of these participate in the GEC programme. Organisations that achieve a specified level of excellence and have clear improvement plans will be awarded GEC status.

This programme aims to complement and support other major transformation programmes for the public sector that are being led by DAP such as the Performance Based Incentive System and its new role as the Asian Productivity Organisation's Centre for Excellence for Public Sector Productivity.

Further details on the programme will be revealed at the GEC Forum on 18 September 2015, 9:00am-5:00pm. To register contact Ms. Melani G. Mercader, mercaderm@dap.edu.ph.

COER's research projects:

- Our research shows that [61 countries have a business excellence award](#). *Is your country one of them? Please check our list and let us know if we have made any mistakes.*
- We have just started an [Excellence Without Borders](#) project on the "design, deployment and impact of National/Regional/Sectoral Business Excellence (BE) programs". If you are responsible for a Business Excellence Award at a National, Regional or Sectoral level and would like to participate please inform Nicky at N.M.Campbell-Allen@massey.ac.nz.
- Informal Benchmarking. What is it and how can it be done effectively? For more information [click here](#).
- Use of Benchmarking in Schools and School Systems. We are interested in hearing from schools and school systems that actively learn from other schools and school systems. *We have just completed the first part of this research with over 20 countries taking part.* For more information [visit here](#).
- Assessing the strategies and services of 16 National Productivity Organisations (NPOs) within Asia. This project, on behalf of the [Asian Productivity Organisation](#), aims to assist the NPOs and APO raise productivity levels in Asia. The final report is likely to be published within the next month.

For information on studying for a PhD at COER [click here](#)

The latest news posted on our BPIR.com best practice resource is shown below, enjoy!

- A Practical Approach to Process-Oriented Knowledge Management....[read more](#)
- Talking to Their Generation....[read more](#)
- A Comprehensive Excellence Framework for Post-Acute and Long-Term Care....[read more](#)
- For Manufacturers, Baldrige Could be the "Cure" for Focusing on the Future Part-2....[read more](#)
- For Manufacturers, Baldrige Could be the "Cure" for Focusing on the Future Part-1....[read more](#)
- Collaboration, a Twin Peaks Revival....[read more](#)
- Do You Want to Hire Innovators?....[read more](#)
- Stop Selling: 5 Mindful Ways to Engage Others in Fixing A Process....[read more](#)
- What is the Current State of Organizational Excellence around the World?....[read more](#)

- Leadership Performance....[read more](#)

The BPIR.com now has over 100 Best Practice Videos in its member's area. To view these and access other membership benefits [click here](#).

Read our latest best practice report:

Best Practice Report: Flexible Work Arrangements - People are increasingly looking for a work environment that offers them flexibility. Finding a good balance between work and other life commitments- such as family responsibilities, studies or outside interests-enables employees to flourish inside and away from the workplace. For employers, flexible work arrangements provide greater freedom in terms of business operating hours; importantly, they also increase retention of experienced staff who might otherwise have been lost to the organisation [read more](#)

Benchmarking past, present, and future:

[Read our COER article](#) on how benchmarking has evolved over time, and its growing importance. The article includes a description of the different types of benchmarking, success stories and services available to support benchmarking endeavours.

Other events:

- [Café Quality with Dr James Galloway CEO JAS-ANZ](#), Adelaide - Australia, 19 Aug, Organiser: Australian Organisation for Quality (South Australia).
- [EFQM Assessor Training](#), Dubai - UAE, 29 - 31 Aug., Organiser: Dubai Quality Group (DQG).
- [Driving to Perfection Workshop](#), Auckland - New Zealand, 16 Oct., Organiser: RiteTrack.
- [18th QMOD-KSQM Int. Joint Conference](#), Seoul - Korea, 12 - 14 Oct., Organiser: Lunds University, Sweden and KSQM, Korea.
- [7th Business Excellence Global Conference](#), Singapore, 13 -14 Oct., Organiser: SPRING.
- [Canadian Public Sector Excellence Fair 2015](#), Ottawa - Canada, 17 Nov., Organiser: Excellence Canada.

Keep up to date with all events and developments in the best practice and business excellence field and subscribe to our monthly BPIR Best Practices Newsletter – it is free... [sign up here](#).

Dr Robin Mann is a member of [ASQ's Organisational Excellence Technical Committee](#). This group has a very active Linked-in community of almost 1000 members discussing organisational excellence. [Click here](#) to become a member of the Organisational Excellence community.

Best regards

Robin <https://www.linkedin.com/in/drrobinmann>

Dr Robin Mann, Director, Centre for Organisational Excellence Research (COER), Massey University, and COER Limited, New Zealand. Tel: +64-06-880-0150. E-mail R.S.Mann@massey.ac.nz. Website: www.coer.org.nz. Chairman, Global Benchmarking Network, www.globalbenchmarking.org. Director, BPIR.com Ltd, www.BPIR.com – the resource for benchmarking, best practices, performance measurement, business excellence and general performance improvement, Founder, International Best Practice Competition, www.bestpracticecompetition.com.

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