

COER NEWS UPDATE – August 2006 - (latest info on World Congress)

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COER NEWS UPDATE

1. World Congress, 4-6 December, Wellington, New Zealand. Plans for the World Congress are gathering pace... The response from potential speakers was fantastic. It appears that everyone wants to come to NZ and who can blame them!

The theme of the Congress is "Developing management and organisational capability to improve business performance". In total there will be over 150 presentations, with speakers from over 30 countries - a truly international event!

Not surprisingly most speakers are from New Zealand accounting for 31%, next are Australia and the UK with 11%, USA with 5%, followed by Malaysia and Iran with 4%.

The Congress will provide a great opportunity for delegates to learn of the best international ideas /practices so that they can be adapted and incorporated within their own organisations.

For a provisional programme go to
<http://www.worldcongressnz.com/programme.php>.

The deadline for early bird registrations is 1 September.

2. Prior to the Congress is a Business Excellence Study Tour, organised by the New Zealand Business Excellence Foundation, Benchmarking Partnerships, and the Singapore Productivity Association. Go to http://www.benchmarkingpartnerships.com.au/w_worldcongress.htm for more information. Following the Congress are two workshops (<http://www.worldcongressnz.com/workshops.php>).

Why not prolong your learning experience through attending these events and cap it off by a summer holiday in scenic NZ.

3. Free offer – Best Practice Management Briefs

In January the BPIR.com, developed by COER, spun out of Massey University and became BPIR.com Ltd. The resource contains 1000's of best practices and case studies from organisations around the world in such areas as leadership, strategic planning, performance measurement, customer focus, human resource management and process management. It has been designed so that organisations can quickly learn from best practices and apply them to their own organisation. Some of the BPIR's key partners include the British Quality Foundation, Quality Scotland, Best Practice Club (UK), Institute of Customer Service (UK), Human Resource Institute of New Zealand, and SPRING Singapore.

Free Offer - Why not read one of its acclaimed best practice "Management Briefs". Download a free report on "Emotional Intelligence" or "Motivating Staff" at www.bpir.com/management-brief. Or select another Brief that you would like to read

and we will send you a free copy. Make sure you send your email request to steve@bpir.com by 10 September 2006.

Members of BPIR.com can attend the World Congress at discounted rates. Information on membership can be found by clicking on "Membership Options" at www.bpir.com.

4. COER has a number of PhD opportunities. For more information contact Dr Nigel Grigg, COER, N.Grigg@massey.ac.nz. The fees for international students are now set at the same level as for domestic students (NZ\$2,769.00 - NZ\$3,888.00) making PhD study at Massey University a very attractive option.

5. In November (7-8th), the 15th Annual General Meeting of the Global Benchmarking Network (GBN) will be hosted by the Russian Benchmarking Club and held in Moscow. The membership of the Global Benchmarking Network consists of organisations that are the leaders in promoting benchmarking from over 20 countries. In the last year three new countries have joined the Network, these are Australia (Benchmarking Partnerships), Taiwan (China Productivity Centre), and Ukraine (International Centre of Business Education of Kiev National Economic University).

If your organisation is interested in benchmarking contact your national benchmarking centre – these are listed at www.globalbenchmarking.org/currentmembers.

6. Conferences coming up...

- 9 -11 August 2006, QMOD Conference, Liverpool, UK. www.ljmu.ac.uk/qmod
- 11 - 13 September 2006, Quality Conference, Bahrain. www.bahrainquality.org
- 27 - 29 September 2006, ANQ Congress 2006, Singapore. www.ang2006.org
- 17 - 20 October 2006, Qualcon, Sydney, Australia. www.qualcon.com.au
- 8-9 November, International Quality Forum, Moscow, Russia. Email: benchmarkingclub@mirq.ru
- 4 – 6 December, World Congress, Wellington, New Zealand. www.worldcongressnz.com

That's all for now folks...

I look forward to seeing many of you in December

Best regards

Rob

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