



## COER NEWS – July 2014

*The Centre for Organisational Excellence Research is in three parts:*

**COER, Massey University** is the RESEARCH arm and administers doctoral research programmes in business excellence and benchmarking.

**BPIR.com Limited** is the KNOWLEDGE TRANSFER arm and provides the complete resource for benchmarks, best practices, and business excellence.

**COER Limited** is the CONSULTANCY arm and provides consultancy and training in business excellence and benchmarking (with certification in TRADE Best Practice Benchmarking) and organises the International Best Practice Competition.

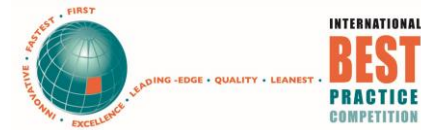
Over the last few months COER has been involved in some exciting work...

- Undertaking a project for the Asian Productivity Organisation, [www.apo-tokyo.org](http://www.apo-tokyo.org), to assess the strategies and services of 20 National Productivity Organisations so that more effective National and Asian-wide strategies and services for productivity improvement can be provided. For further information [click here](#).
- Working with the Development Academy of the Philippines on its benchmarking and business excellence programmes.
- Organising a study mission to London for Food Service and Retail organisations from Singapore.
- Launching the [3<sup>rd</sup> International Best Practice Competition](#) and [3<sup>rd</sup> Global Benchmarking Award](#) with applications required by 18 August.
- Conducting TRADE Best Practice Benchmarking workshops in Malaysia, New Zealand, Singapore and United Arab Emirates.
- Preparing for a global study on business excellence sponsored by the Abu Dhabi Chamber of Commerce.
- Adding over 80 best practice videos to the [www.BPIR.com](http://www.BPIR.com) in addition to ongoing best practice content including Best Practice Reports on Social Media, Lean Thinking and Green Supply Chain Management.
- Acceptance for publication of two academic journal papers.
- Launching research surveys on [Informal Benchmarking](#) and [Leadership](#).
- Starting new doctorate research studying high performing and fast improving schools and school systems around the world to identify how they learn and apply best practices.

Future events and initiatives are described below. **We encourage you to become involved!!!**

**1. 3rd International Best practice Competition & Global Benchmarking Award  
– Entries are now open –**

**The 3<sup>rd</sup> International Best Practice Competition will be held on the 25<sup>th</sup> of November 2014 at the Abu Dhabi Chamber of Commerce, United Arab Emirates.**



The winner in 2013 was the Immigration and Checkpoints Authority (Singapore) and 2012, Curtin University (Australia).

The [Best Practice Competition](#) 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 **18 August 2014**. If successful you will be asked to share your best practice in an 8 minute presentation. Winners will receive widespread media coverage.

**The Competition offers a unique opportunity to learn best practices from organisations from around the world!**

For information visit [www.bestpracticecompetition.com](http://www.bestpracticecompetition.com).

**The 3rd Global Benchmarking Award will be held at the 9th International Benchmarking Conference, 3/4 December 2014, Orlando, Florida.**



The [Global Benchmarking Network \(GBN\)](#) launched the Global Benchmarking Award in 2012 with the winner being Watson Real Estate (New Zealand). In 2013 the winner was the Knowledge and Human Development Authority (United Arab Emirates).

The Global Benchmarking Award encourages organisations to share how benchmarking (comparing and learning from others) is an integral part of their improvement and innovation drive.

Entering the award is easy. It requires a short written application of the organisation's benchmarking approach followed by an 8 minute presentation at the [GBN's 9<sup>th</sup> International Benchmarking Conference](#).

The closing date for entries is the **18th of August 2014**, for more information about the award visit [www.globalbenchmarkingaward.com](http://www.globalbenchmarkingaward.com).

## 2. Benchmarking for business excellence workshops

Benchmarking is a powerful change management technique enabling innovative breakthrough improvements to strategies, processes and practices - *the problem is that few people have been trained on how to do benchmarking effectively*. These practical workshops will help you to kick start a benchmarking project and give you hands-on experience in using COER's [TRADE Best Practice Benchmarking Methodology](#).

Participants are certified at Level 1 – Trained in Benchmarking.

- **August 12-13: Benchmarking for Excellence, Wellington, New Zealand.** To register contact [michael@coer.org.nz](mailto:michael@coer.org.nz), [promotional flyer](#).
- **September 24-25: Benchmarking for Excellence, Abu Dhabi, UAE.** For more information [click here](#).
- **September 29-30: Benchmarking for Excellence, Singapore.** To register contact [registration@mgdelxis.com](mailto:registration@mgdelxis.com), [promotional flyer](#).
- **October 13-14: Benchmarking for Excellence, Tehran, Iran.** To register [click here](#).
- **October 22-23: Benchmarking for Excellence, Kuala Lumpur, Malaysia.** For more information contact [caseyang@bto.com.my](mailto:caseyang@bto.com.my).



Photos from workshops in Malaysia and Singapore in 2013.

## 3. Upcoming conferences

- [17th QMOD conference on Quality and Service Sciences ICQSS 2014](#), Entering the Experience Economy - From Product Quality to Service and Experience Quality, 3-5 September 2014, Prague, Czech Republic
- [1st International Conference on Quality Engineering and Management](#), 15-16 September 2014, University of Minho, Portugal.
- [Government Performance and Benchmarking Summit](#), 21-25 September 2014, Abu Dhabi, United Arab Emirates.
- [1st International Conference on Benchmarking](#), 11-12 October 2014, Tehran, Iran.
- [Qualcon "Discovering Quality: The Portal to Sustained Success!?"](#) 19-23 October 2014, Adelaide, Australia.
- [Performance Excellence Summit](#), Excellence Canada, 30 October 2014, Toronto, Canada.

- [International Best Practice Competition and Conference](#), 25 November 2014, Abu Dhabi, United Arab Emirates.
- [EFQM Forum](#), 26-27 November 2014, Dubai, United Arab Emirates
- [Organisational Learning Conference](#), 30 November-1 December 2014, Abu Dhabi, United Arab Emirates.
- [GBN's 9<sup>th</sup> International Benchmarking Conference](#), 3-5<sup>th</sup> December 2014, Florida, Orlando, United States.

#### 4. Global Benchmarking Network study mission on Innovation

The Global Benchmarking Network (GBN) is excited about launching its 1<sup>st</sup> GBN Study Mission to learn best practices from innovative organisations in Australia from 6-10 October, 2014. This Study Mission promises to encapsulate every dimension that best practice benchmarking represents whilst offering excellent learning, networking and cultural opportunities in a "total experience" that should not be missed.

#### What are the benefits and how do I get to know more about this Study Mission?

[Click here](#) for more information and click '[expression of interest](#)' to 'SUBMIT' your expression of interest with NO obligation. **Important:** When completing the form please indicate that it was COER or BPIR.com that first made you aware of the Study Mission.

#### 5. Recent publications

- [Best Practices in Social Media](#)
- [Best Practices in Lean Thinking](#)



- Best Practices in Green Supply Chain Management – to be added soon!
- Tickle, M, Adebajo, O, Mann, R and F. Ojadid, (2014). [Business improvement tools and techniques: a comparison across sectors and industries](#). *International Journal of Production Research*.
- Adebajo, O, Tickle, M, Laosirihongthong, T and R. Mann, (2014). A study of the use of business improvement initiatives – the association with company size and level of national development. *Journal of Production Planning & Control*.

## 6. Participate in research projects on Informal Benchmarking and Leadership

Participate in a fascinating project on **Informal Benchmarking**. The purpose of the research is to understand how organizations informally learn better practices and implement or adapt them to increase the effectiveness of their own organization. Complete a quick survey through [clicking this link](#).

Participate in a project on **Leadership Re-imagination** that explores a number of key leadership competences, including: Alternatives-thinking, Constructive Subversion, Mutual Accountability, Authenticity and Integrity. Complete a quick survey through [clicking this link](#).

## 7. PhD Research opportunities

If you would like to pursue a PhD in Benchmarking, Business Excellence or Best Practices [click here](#).

## 8. BPIR.com.. Looking to make a bigger impact

- BPIR.com continues to lead the way in sharing best practices and improvement tools. It now includes over 100 business excellence award winner applications, over 70 self-assessment tools and 1,000's of best practices linked to all process areas. [For information on joining click here](#).
- We are now looking for Investment Partners to take the BPIR.com to the next level. If you can invest financially or your time into the BPIR.com and are interested in becoming a part-owner we would be interested in hearing from you.

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 now](#).

Best regards

Robin

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