

## COER News – Learn from over 20 Best Practices...

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Hello [COER News](#) readers

13 October 2013

Over the last two months COER has been very busy helping to organise and present at SKEA's Business Excellence Conference in Abu Dhabi in September, delivering In-House Benchmarking Workshops to the Municipality of Abu Dhabi, Abu Dhabi Police, and a public workshop in Dubai plus continuing to support the [www.BPIR.com](http://www.BPIR.com) which has added new content/case studies on customer loyalty and product lifecycle management. In addition, COER continues to oversee a number of PhD research projects on business excellence and benchmarking. Future initiatives are described in this newsletter.

### A One-Stop Shop for Best Practices – Learn from over 20 best practices

It is not long to wait now... Soon the largest event on international best practice sharing will take place... the **2<sup>nd</sup> International Best Practice Competition** and **GBN's 2<sup>nd</sup> Global Benchmarking Award** will be held at the [Business Excellence Global Conference](#), 30-31 October 2013, Singapore.

At this event over 20 best practices will be shared and 5 benchmarking approaches in 8 minute presentations. These best practices have been selected from over 40 applications received from Australia, India, Iran, Kazakhstan, Malaysia, Singapore, Sri-Lanka and United Arab Emirates.

Organisations that have qualified to give presentations include Building and Construction Authority, Immigration & Checkpoints Authority, OCBC Bank, Dubai Police, Hinduja National Hospital and Medical Research Centre, Ministry of Manpower, Global Indian International School and Mobarakeh Steel.

[Click here to view the best practice presentations and the names of the organisations participating.](#)

### Upcoming 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](#).

- **October 23-24: Benchmarking for Excellence, Kuala Lumpur, Malaysia.** To register contact [caseyang@bto.com.my](mailto:caseyang@bto.com.my)
- **November 6-8: Benchmarking for Excellence for the Public Sector, Pasig City, Philippines.** For more information contact [trade@coer.org.nz](mailto:trade@coer.org.nz)
- **November 18-19: Benchmarking for Excellence, Singapore.** To register contact [registration@mqdelxis.com](mailto:registration@mqdelxis.com)
- **November 21-22: Benchmarking for Excellence, Wellington, New Zealand.** To register contact [michael@coer.org.nz](mailto:michael@coer.org.nz)

Further information may also be [obtained here](#).

### Upcoming conferences:

- October 30: Performance Excellence Summit, Toronto, Canada. <http://www.nqi.ca/en/training-and-consulting/2013-performance-excellence-summit-and-canada>
- October 30-31: Global Business Excellence Conference, Singapore <http://www.spring.gov.sg/newsevents/pages/events.aspx>

#### Recent publications:

- Product Lifecycle Management Best Practice Report - <http://www.bpir.com/product-lifecycle-management-2/menu-id-71.html>
- Healthcare Excellence Best Practice Report - <http://www.bpir.com/healthcare-excellence/menu-id-71.html>
- Excellence in Local Government Best Practice Report - <http://www.bpir.com/excellence-in-local-government/menu-id-71.html>

#### PhD Research opportunities:

**If you would like to pursue a PhD in Benchmarking, Business Excellence or Best Practices** refer to <http://www.coer.org.nz/acquire/phd-applicants>.

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

- BPIR.com continues to lead the way in sharing best practices and improvement tools. Now including 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.](#)

Best regards

Robin

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