

## COER News – Benchmarking, Business Excellence and Best Practices

This email has been sent to subscribers of the Centre for Organisational Excellence Research's (COER's) free newsletter or to those people that have recently been in contact with COER. If you'd like to unsubscribe from this list please reply to this email with "unsubscribe".

Hello [COER News](#) readers

4 February 2015

I hope you have had a great start to 2015. At the Centre for Organisational Excellence Research (COER) we intend to build on last year's success.

One of the highlights of last year was the International Best Practice Competition and GBN's Global Benchmarking Award where so many best practices were shared.

The winner of the International Best Practice Competition was **Al Jazeera International Catering LLC, UAE** with a best practice titled '*SPEARS Methodology for Employee Empowerment and Inculcating Excellence*'. [Watch the video of their best practice](#). For information on the runners up and photos [click here](#).

---

Learn from Robby Thommy, Managing Director, of Al Jazeera International Catering LLC's when he shares the SPEARS best practice at the **Government Performance and Benchmarking Summit, 19/23 April 2015, Dubai** and [26/30 April 2015, Oman](#).

---

The winner of the GBN's Global Benchmarking Award was the **Consumer Credit Risk Management Department, OCBC Bank, Singapore**. The award recognizes organisations that show how benchmarking (comparing and learning from others) is an integral part of their organisation's improvement and innovation drive. For further information on the award and OCBC's approach [click here](#).

---

All 2014 finalists of the GBN's Global Benchmarking Award were users of the TRADE Best Practice Benchmarking Methodology. Training courses on TRADE will be held in [Singapore \(26/27 March\)](#), [Dubai \(22/23 April\)](#) and [Oman 29/30 April](#).

---

Dates and locations for this year's International Best Practice Competition and GBN's Global Benchmarking Award will be announced in March.

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

**What Happened to the Leading Edge of Validated Management Practice?** - Discussing the difference between leadership and management... [read more](#)

**Podcast: Innovation & Business Transformation at TATA Group** - An interesting PodCast about what companies can learn from the Tata Group's ascension to becoming one of the world's most well-known – and profitable – businesses in the world... [read more](#).

**Model for sustainable change** - Stakeholders must have an understanding of the change and why it is important... [read more](#)

**What are your goals for 2015?** - Do you need help in setting your goals and achieving them... [read more](#)

**The Real Secret to Performance Success** - Discusses how cognitive capability (a person's ability to organize and evaluate complex information) affects performance... [read more](#)

**What Does it Mean to Win the Baldrige Award?** – A great video from the health sector showing an organisation's journey towards business excellence... [read more](#)

**Awards Recognising Excellence in the Public Sector** – Describes and lists the many awards that support excellence in the public sector and the role that awards play... [read more](#)

#### Read our latest best practice report:

**Best Practice Report: Quality Education** - Quality education empowers students to develop their unique attributes and skills. It opens up a path for them, and enables them to reach their true potential, both as people and members of society... [read more](#)

#### PhD research opportunities:

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

#### COER related events:

[Benchmarking for Excellence Workshop, 26/27 March 2015, Singapore](#)

[Government Performance and Benchmarking Summit, 19/23 April 2015, Dubai](#)

(This includes COER's TRADE Best Practice Benchmarking Certification Course on 22/23 April – providing benchmarking certification at Level 1)

[Government Performance and Benchmarking Summit, 26/30 April 2015, Oman](#)

(This includes COER's TRADE Best Practice Benchmarking Certification Course on 29/30 April – providing benchmarking certification at Level 1)

#### Other events:

[EFQM assessor training](#), Dubai - UAE, 10 - 12 Feb., Organiser: Dubai Quality group (DQG).

[The Art & Science of Good Planning](#), Christchurch, New Zealand, 13 Feb., Organiser: NZ Business Excellence Foundation (NZBEF).

[Best practices in process management](#), Ottawa - Canada, 18 Feb., Organiser: Excellence Canada.

[Business Excellence Winners Sharing Conference](#), Singapore, 10 Mar., Organiser: SPRING

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 500 members discussing organisational excellence. [Click here](#) to become a member of the Organisational Excellence community.

Looking forward to being of assistance and/or working together over the next year!

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](mailto:R.S.Mann@massey.ac.nz). Website: [www.coer.org.nz](http://www.coer.org.nz). Chairman, Global Benchmarking Network, [www.globalbenchmarking.org](http://www.globalbenchmarking.org). Director, BPIR.com Ltd, [www.BPIR.com](http://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](http://www.bestpracticecompetition.com).

---

