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CENTRE FOR ORGANISATIONAL EXCELLENCE RESEARCH

# COER News – 9 December 2023

***Latest news on benchmarking, business excellence & best practices***

It has been a long time since I have shared news on COER's research and activities. It's not that we have been inactive but that we have been sharing most of our news through Linked-In and our BPIR.com Newsletter that you can register to at the bottom of the BPIR.com homepage.
This newsletter provides a snapshot of some of our work and forthcoming events/activities:

**Participate in the International Best Practice Competition 2024**

We have recently announced our 1st Call for Applications for 2024 with a deadline date of 4 March 2024 to qualify for Early-Bird Fees.

The International Best Practice Competition (IBPC) provides a platform for organisations to share their best operational and managerial practices, processes, systems, and initiatives and learn from the experience of others.

Recognition will be given across 21 Categories of Excellence.

Download our Application Brochure or Visit our website to find out more about this amazing opportunity for best practice sharing and learning.

We also have opportunities to Sponsor the Competition for the first time… get in quick, it would mean your organization is continuously and extensively promoted over the next 6 months and help us to put on a fabulous event!

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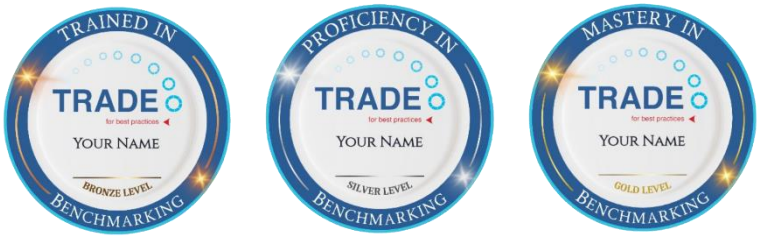
**New Verified Badges for TRADE Best Practice Benchmarking Certification**




Accelerate your organisational improvement effort and get trained in benchmarking – the most powerful approach there is for breakthrough performance and change management.

Certification provides assurance that the TRADE Benchmarking Methodology is fully understood and can be applied effectively to deliver major benefits (operational and financial). On average using TRADE, project teams identify 50 to 120 best practices or ideas from which they choose which ones to implement based on ease and impact.

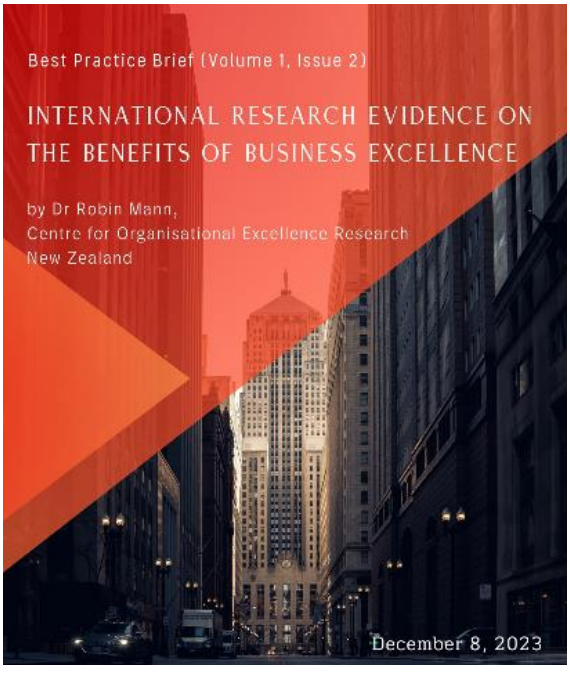
Read here about certification and our new badges 😊.

Our next TRADE Benchmarking Training Courses are being scheduled for February 2024. We can provide virtual courses or in-house in-person. Contact trade@coer.org.nz or Dr Robin Mann to discuss your needs.

**A Decline in the Number of Countries with a Business Excellence Award.**

COER's 2023 research indicates there are 39 countries that have an active national business excellence award (or awards). This contrasts with 57 countries having an active national business excellence award in 2021. A contributory factor for this decline has been the Covid Pandemic. Whilst the number of active awards has dropped there are still 71 countries actively promoting Business Excellence. Read more…

**International Research Evidence on the Benefits of Business Excellence**




Whilst there has been a decline in the number of countries with a Business Excellence Award, there is compelling research evidence showing that there should be a much greater emphasis on promoting and supporting Business Excellence at a national level – Business Excellence does pay!

This report brings together all the key studies into Business Excellence over the last 35 years and their findings on the impact of Business Excellence in terms of delivering economic and societal benefits for organisations and countries worldwide.

The report is only available to BPIR.com members and so why not join? Our membership fee is very affordable and you will have access to a wealth of best practice resources including articles, videos and webinars covering all business processes and industry sectors with information classified by business excellence model criteria for ease of use.

## The 6th Cycle of the Executive Program for Benchmarking

The 6th Cycle of the Executive Program for Benchmarking (previously called Dubai We Learn) began in September 2023. This is a joint initiative between the Dubai Government Excellence Program and COER that is empowering 11 government entities to embark on transformative projects aimed at making Dubai an even better place to live and work.

Here is a Linked-In post with a video from the TRADE Benchmarking training course which marked the start of the program.

For Dubai government projects the benefits of TRADE Best Practice Benchmarking has been an average return on investment per project of more than US$3.9 million as assessed across 30+ projects. You can read our book that contains 11 case studies of Dubai's benchmarking projects and a research paper that provides an overview of the benchmarking initiative.

## Interested in Studying for a PhD in Business Excellence?

Study at COER, Massey University, New Zealand - find out more here; PhD Applicants (coer.org.nz).

Our current research is focussing on the Organisational Excellence Architecture required to support an organisation towards world-class performance.

COER offers opportunities for students to get involved in business projects and we have a strong track record of getting our research published (with more research papers published on Business Excellence than any other institution).

Unfortunately, it is very difficult to secure a scholarship for study at Massey but the admission fees for a PhD in NZ are much less than in most other countries (if you are prepared to live in NZ).

## A Fun Test of Your Knowledge

I will finish the newsletter with a question. What do you think is the most popular Change Management Model?

To find the answer read the following article which shows the popularity of 13 Change Management Models according to search terms using Google Trends. Does your organisation use any of these models, which is the most effective model?

Best regards

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