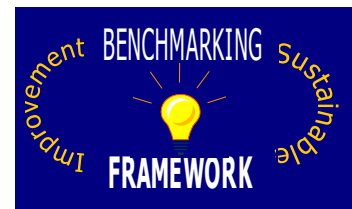


Benchmarking Partnerships

Connecting Best Practices, People & Ideas



2 DAY BENCHMARKING WORKSHOP, 16 & 17 February 2010 - Auckland

This Building Business Capability through Benchmarking - training workshop for **NZBEF** members is designed to strengthen readiness and capability to deliver more value to its stakeholders and partners through improvement projects and benchmarking. This training program will give you the **understanding, 'know how' and practical support** through **simulated real projects** and help desk support. You will do **practical and real project work** determined from **systems modelling and strategic mapping** for **YOUR organisation**, so the impact of implementing a designed and tailored benchmarking methodology with actual strategy maps, KPI's, processes for data collection, partner selection, analysis and presentation of benchmark reports, site visit guidelines, templates and tools will lead you to **deliver your own benchmarking project with your partners/stakeholders when you return to your desk!**

Workshop Venue:

Crowne Plaza, Albert St
Auckland

Workshop Date:

16 - 17 February 2010

Time:

Day 1: 9:00AM-5:00PM

Day 2: 9:00AM-4.30PM

Workshop Outline:

Overview of Benchmarking

Understanding your business and strategically choosing and positioning a benchmarking project.

Methodology Framework for Benchmarking

How to go about Benchmarking in Detail

- Planning and Analysis
- Learning and Sharing including identifying benchmarking partners

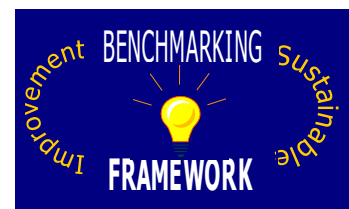
Outcomes:

At the end of the training workshop, participants will Know How to Plan, Organise and Conduct a Benchmarking Study, including:

- ◆ Choose a project that is strategically positioned with your business unit and directly aligned your organisational goals
- ◆ Do systems modeling of your project to understand the connectivity, business drivers, outcomes, main KPI's etc.
- ◆

Benchmarking Partnerships

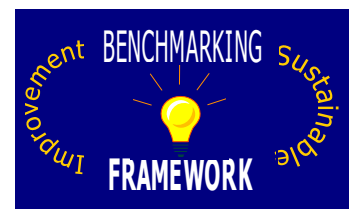
Connecting Best Practices, People & Ideas



<p>and best practices</p> <ul style="list-style-type: none"> • Recommendations • Implementation of Improvements • <p>Next Steps</p> <p>Benchmarking Code of Conduct protects confidentiality & privacy</p> <p>Investment:</p> <p>Members Early Bird rate: before 30 November 09: \$1,350 from 1 December 09: \$1,500.</p> <p>Refer registration for other rates.</p> <p>Note price does not include GST.</p>	<p>all training delegates</p> <ul style="list-style-type: none"> • Content expert - Anton Benc sharing real case studies, exercises across their vast experience(refer to CV's on our website) • Delegate and content expert contact list provided • Share the lessons learned, and experience through benchmarking knowledge exchange • Competency feedback evaluation • Free help desk advisory support for 1 month <p>Some testimonials:</p> <ul style="list-style-type: none"> • "I thought your course was absolutely brilliant, and can't wait to implement what I have learnt" - Angela Robinson, Auckland City Council. • Other feedback from this Benchmarking Training delivered in Melbourne recently: The facilitator is very business savvy which added value to the program. You have a lot of experience and can use examples/recent case studies to demonstrate the theory. The process is well thought out and you have provided useful and practical tools.
<p><u>Who should participate:</u></p> <p>This programme is designed for managerial professionals and staff in any organisation or industry who want to rapidly improve your organizations' practices, to rapidly build business capability, enhance customer service and improve your competitive advantage.</p> <p>This course is valuable for Senior Managers, Executives & Staff who are involved in:</p> <ul style="list-style-type: none"> • Business Management • Strategic Planning • Quality Improvement • Operational Efficiency • Performance Management • Organisational Development • Performance Measurement 	<p><u>Why you should attend:</u></p> <p>During this course you will be guided to:</p> <ul style="list-style-type: none"> ➢ Prioritise your strategic imperatives for accelerated improvement through benchmarking ➢ Identify your benchmarking topic and scope to maximise your competitive advantage ➢ Identify benchmarking partner organisations in different industries (non- competitors) ➢ Understand how to share and learn innovations with them under a Benchmarking Code of Conduct for confidentiality ➢ Understand how to truly get ahead of your competitors by learning new innovations and ways of doing things from other industries <p>This course not only helps to guide organisations on how to improve rapidly by not going through the pain of reinventing the wheel that someone else has already invented, but also dispels some of the myths about benchmarking. It is not just about comparing performance results - it is about closing performance gaps.</p> <p>This intensive course aims to provide the participants with practical knowledge and methodologies on how to plan and undertake Benchmarking as a strategic and operational tool to accelerate improvement through innovative knowledge exchange. Participants will learn what to do and what not to do when initiating and implementing a benchmarking program. Participants will also learn from real life case studies and by participating in simulated benchmarking on real topics/projects.</p> <p>Participants will have the opportunity to learn techniques and steps of benchmarking such as:</p> <ul style="list-style-type: none"> ✓ Select and improve the few critical hard and cultural measures that impact

Benchmarking Partnerships

Connecting Best Practices, People & Ideas



<ul style="list-style-type: none"> • Business Excellence <p>This course is about how to use benchmarking for dramatic large step improvement and innovation to increase your competitive advantage and deploy your strategic plans. The course is therefore suitable for both public and private sector participants.</p>	<ul style="list-style-type: none"> ✓ efficiency, effectiveness and competitive advantage ✓ Understand and prioritise your performance gaps for improvement ✓ Develop a business case to support implementation of recommendations ✓ Learn how to track and validate expected improvement ✓ Change Management for effective implementation and sustaining the changes
--	---

Other feedback from previous international participants: - What pleased you most about the Program?

- *The exchanges/dialogues between the instructor and participants into real practical steps.*
- *Given me a clear idea of what Benchmarking is and what it's not.*
- *Broadening of knowledge about benchmarking concept, principles and how to do it in my workplace.*
- *This program has given me the correct understanding about the benchmarking, how to do it and I believe that it will give great value for myself and also the company I work with when I get back to work!*
- *Putting Benchmarking into perspective with all the other tools and business improvement initiatives to choose from.*
- *It is a workshop that encourages active participation from all of us which enables a faster learning process!*
- *The reflection and learning and sharing sessions leads me to have a greater insight of how other industries solve the same type of problem.*
- *The benchmarking process: the planning and analysis, learning and sharing, recommendation and implementation stages.*
- *Enables me to understand better about the concept and application of the benchmarking.*
- *Interactivity of the class and small group of participants.*

Program

Day 1 Tuesday 16 February 2010

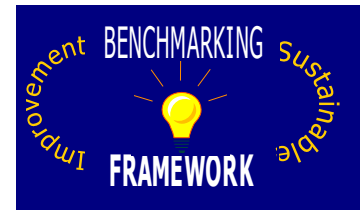
- 9.00AM Registration - arrival coffee / tea
- 9.10AM Welcome, Introductions, Program, facilitating key issues for participants to focus the program on participant's expectations
- 9.45AM **Overview of Building Business Capability through Benchmarking- Anton Benc and/or Bruce Searles, Managing Partners, Benchmarking Partnerships.**

Anton and/or Bruce will lead participants through a shared understanding of Benchmarking and 'bringing to life' principles, tools and case study examples:

- What is Benchmarking and what it is Not.
- Types of benchmarking

Benchmarking Partnerships

Connecting Best Practices, People & Ideas



- Benchmarking your business in context – the strategic imperative
- Benchmarking as an improvement tool – what should you do benchmarking on?
- Relationship to other improvement tools
- The relationship between benchmarking and strategy for optimum improvement & competitive advantage including impact on organisational structure.
- When should benchmarking be undertaken
- How to get started and gaining buy-in – finding benchmarking partners
- Applicable methodologies and comparisons
- Having and applying a Code of Conduct
- Benefits Realisation and Case Study Examples

This session includes morning tea and lunch.

1.30PM

How to go about Building Business Capability through Benchmarking – Planning

Participants will experience systems modeling facilitated on a whiteboard of their business unit, linkages and alignment of each of their organisational plans and organizational goals. This modeling will also reveal the connections between outcomes, key customers/stakeholders, with core and support processes, input and suppliers, plus relationships. Participants will be guided through contemporary Benchmarking principles and tools to guide them to think and assess determination of their own benchmarking project based on the strategic importance and urgency needs based on the earlier systems modeling exercise. Participants will then be guided through their simulated benchmarking project, to ensure the learning, exercises, knowledge exchange and feedback is 'value-creating' for each organisation to take away and implement an effective benchmarking project in your workplaces.

Areas covered in this 'Planning' stage include:

- Systems thinking principles, systems modeling, and strategic positioning of your business unit
- Project identification, and project vision from a business/organisational strategic needs perspective
- Determining the scope and coverage of the benchmarking – what you need to learn
- Selecting a sponsor, buy-in, the brief and support including the 'business case'
- Communications planning
- Selecting, initiating and supporting the benchmarking team
- Team participation, building partner relationships, sponsor and process owner communications,
- Project planning
- Identification and selection of benchmarking partners in a range of different industries

This topic selection and scoping (Planning) phase of the benchmarking training will identify and prioritise strategic imperatives for benchmarking linked to your strategic plan and or your business unit goals. An input to this is a need to improve KPIs like efficiency and effectiveness. In the later recommendations phase of the benchmarking, a project plan is developed including a business case to support implementation of recommendations derived from the sharing and learning phase of the benchmarking. The business case identifies the expected impact on performance results as a result of implementing the improvements. Benefits realisation through project management ensures the benefits are on track during implementation.

This session includes afternoon tea.

5.00PM

Close

Day 2 Wednesday 17 February 2010

9.00AM Reflections from Day 1, facilitated and knowledge capture by Anton Benc and/or Bruce Searles.

9.20AM **How to go about Building Business Capability through Benchmarking – Analysis**

Anton and/or Bruce will continue to guide participants through the simulated benchmarking project, based on participants real benchmarking needs and project development identified in Day 1.

A main focus in this analysis session, is ensuring your project key outcomes, outputs, processes and inputs are all aligned and connected through a strategy tree – facilitated for each participant that will reveal the strategic and important KPI's for your project to collect and analyse data upon.

Areas covered in this 'Analysis' stage include:

- **Strategy Mapping** for your project and selecting measures and data collection
- Working with partners and the 'buy-in' for partners to see value to participate with you!
- Data analysis and reporting the strengths(best practices), opportunities(your performance gaps)

This session includes morning coffee

11.45AM **How to go about Building Business Capability through Benchmarking – Learning & Sharing**

The simulated participants' benchmarking project continues. Areas covered in this 'Learning & Sharing' stage include:

- Recognising the participants learning needs from the analysis reports for targeting partners to share their strengths, including the process to share knowledge/ best practices.
- Engaging and connecting partners together to share including communications for sharing and logistics for sharing and learning
- Site visits, forums, workshop templates and 'handy hints'
- Templates and 'handy hints' for you to take away. Engaging other stakeholders as required and reporting from the lessons learnt.

This session includes Lunch and networking

2.30PM

How to go about Building Business Capability through Benchmarking – Recommendations & Implementation

The simulated participants' benchmarking project continues. Areas covered in this 'Recommendations & Implementation' stage include:

- Feedback and consultation with stakeholders for recommendations
- Recommendations business case/ project plan
- Monitoring and communications planning
- Transfer of knowledge through implementation
- Monitoring and review including benefits realisation.

Learn how a re-measure of the benchmark results during and following implementation will validate the expected Improvement, identify priorities where gaps have not been satisfactorily closed for project teams to further address. The process owners in these areas should be involved. Outputs and outcomes from strategy mapping, if measured before the benchmarking and then measured afterwards will give hard measure views of efficiencies and effectiveness. Some cultural/climate measures, usually perception data, with stakeholders is also recommended to provide the change management climate for effective implementation and sustaining the changes.

This session includes feedback and further specific learning needs for each participant in their 'Action Planning', Afternoon Coffee and issuing of Certificates of completion.

4.00PM

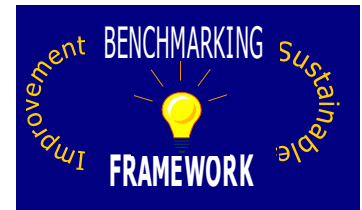
Next Steps – Deploying your benchmarking project!

4.30PM

Close.

Benchmarking Partnerships

Connecting Best Practices, People & Ideas



Testimonials from customers about **Benchmarking Partnerships**:

Education

What was impressive was how Anton and Bruce used information about our organisation to tailor not only the program to meet the needs of our organisation, but to also customise Business Excellence tools that we could use well after the workshop concluded. Feedback from our workshop participants was overwhelmingly positive; particularly noting the professionalism and obvious expertise of the facilitators. We have long valued our association with Benchmarking Partnerships - Bruce and Anton's formidable knowledge of global best practice ensures that we are exposed to new challenges and new ways of improving our performance.

Margie Jantii, Associate Librarian, Client Services, University of Wollongong Library

Emergency Services

Benchmarking Partnerships have provided a consistently uniform and excellent standard of Benchmarking Workshops, Business Excellence Study Tours and other services across Australia for many years, with our organisation engaging to great effect in many of these, both as learning participants and as invited speakers. Their combined expertise, and the ease of doing business with Bruce and Anton makes that professional association a most valued connection that has helped us with our continuous improvement endeavours.

Russell Linwood ASM, Principal Strategy Officer Business Excellence, QLD Department of Emergency Services

Utilities

South East Water has established a long association with Benchmarking Partnerships. During this time we have utilised their services and skills for various management projects and have found Benchmarking Partnerships to be a very organised and professional company to deal with. It is this professionalism and focus on quality that keeps them abreast of industry dynamics. The information they provide is relevant and that can be applied directly in the workplace.

Wayne McGlone, South East Water, MANAGER CUSTOMER ACCOUNTS

Insurance

I've always found working with Benchmarking Partnerships over many years and in various capacities to be a valuable high professional relationship. The Benchmarking Partnerships team have been attuned to my needs and accordingly have been able to develop flexible, responsive benchmarking workshops and learning solutions to support my requirements.

They have continually demonstrated a willingness to understand my organisation and needs and to be able to help progress my organisational capability development.

Rob Loader, Business Portfolio Manager, AXA Australia and New Zealand

Councils

Hi Anton

"I thought your course was **absolutely brilliant**, and can't wait to implement what I have learnt" - Angela Robinson, Auckland City Council.

Health

Thanks Anton a great, informative and refreshing day good to hear others with the "fire in the belly" and some innovative ideas came through for me to take upwards and across for more considerations. As above rejuvenating ... sincerest regards, Shaune A.M. Hunt MRCNA, Principal Project Officer, Workforce Unit, Southern Area Health Service