



Benchmarking

OBJECTIVE	Provide a process for identifying best practices and incorporating those into everyday work.
COURSE SUMMARY	<ul style="list-style-type: none"> • Determining what process to Benchmark • Understanding the existing process • Identifying Benchmarking partners • Developing and analyzing the question list • Site visits • Developing the new process • Gaining support and approvals • Politics and ethics
KEY TOPICS	<ol style="list-style-type: none"> 1. Flowcharting 2. Performance indicators 3. Matrix analysis 4. Question list 5. Problem solving
TARGET GROUP	Management and employees with responsibility for product/process design or improvement.
CLASS SIZE	10-30
RECOMMENDED DURATION	3 days, 2 days if Rapid Process Improvement completed prior
PREREQUISITE	Rapid Process Improvement, Systematic Problem Solving suggested
INSTRUCTIONAL FORMAT	<p>Case study based. The participants will perform the following:</p> <p>Flowchart a process, identify key comparison characteristics and conduct a matrix analysis to determine Benchmarking partners.</p> <p>Determine key performance measures, analyze performance and develop a question list.</p> <p>Prepare for and conduct a mock site visit and debriefing.</p>
COMPANION COURSES	Rapid Process Improvement, Systematic Problem Solving, How Do I Know What to Measure, Building Blocks for Customer Satisfaction, and Process Management Design