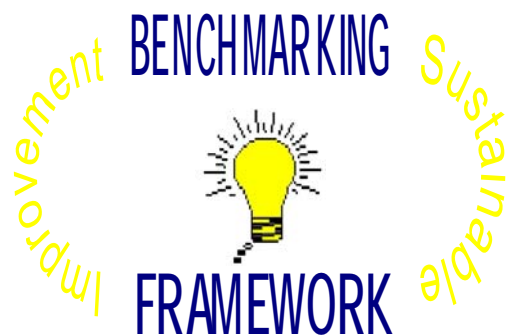


**Become a**

***STRATEGIC BENCHMARKING  
PARTNER***

**2007**



## Purpose & Scope

Benchmarking Partnerships is providing organisations the opportunity to become a Strategic Benchmarking Partner. Your organisation as a participant will partner with people in different organisations and different industries so that through shared learning and partnership networking you can rapidly improve your business.

The scope applies to Benchmarking Partnerships product and service offerings in Australia as per below.

Participation as a Strategic Benchmarking Partner is for an annual renewable 12 month period from your date of joining:

- 10 half days at no extra cost for one Benchmarking Partnerships person to help you plan and organise your benchmarking activities
- a two-day benchmarking training course for up to 20 of your people. We provide the materials for you to print – you provide the venue, catering and equipment
- priority given in our program to benchmarking your needs
- half price participation for up any 5 of your employees to participate in ALL *Benchmarking Partnerships* one-day or two-day Benchmarking Workshops
- half price participation for up 5 of your employees to participate in any Business Excellence Study Tours (B.E.S.T.) by Benchmarking Partnerships.
- 15% discount on benchmarking training, strategic planning in house workshops, other in-house services, capability gap analysis and action planning in-house by Benchmarking Partnerships
- 15% discount on participation in any benchmarking Community Network partnership on a specific topic

## Key Features/ Benefits

- Harvest best practice ideas through building relationships with a large range of organisations from a range of industries/communities
- Benchmark your capability gap analysis
- Thought leadership discussion groups, workshops and site visits focused on your specific learning needs
- Pursue your benchmarking journey with a few partner organisations focussed on regular networking with a range of other organisations, industry leaders, community groups and experts
- Gain good network contacts for your future use and ongoing relationship building
- Manual of presenter slides, handouts, notes and contacts from all workshops
- Benchmarking Code of Conduct protects confidentiality and privacy
- Facilitation by Benchmarking Partnerships with over a decade of experience in 80 benchmarking partnerships covering over 800 organisations – owners of Australian Quality Council benchmarking and Asian Productivity Organisation appointed experts

## Fees & Responsibilities of Strategic Partners

- ◆ Annual fee per organisation up front - \$20,000 (+ GST) – indexed by CPI for renewal
- ◆ Host at least 2 Benchmarking Workshops each year in metropolitan capital cities, where we would bring outside organisations also to participate – ideally on topics that are strategically important to

help your organisation improve –see Hosting Workshops document

<https://benchmarkingpartnerships.com.au/hosting.htm>

- ◆ Provide in-house good practice speaker/s on your Leading Practices / Issues for at least 3 Benchmarking Workshops each year to enhance the speaker and organisational development

## About Benchmarking Partnerships

### ***What we do***

*Benchmarking Partnerships is a benchmarking firm based in Australia with global reach. We partner people in different organizations and different industries so that through shared learning and partnership networking they can rapidly improve.*

### ***How we do it***

*We do this by facilitating think tanks, sharing of best practices and ideas leadership through networking and benchmarking to help organizations to accelerate improvement. Bruce Searles and Anton Benc are the founders and front line managing partners of all projects with all customers delivering a boutique customer outcome focused service.*

### **Networks for you**

Our networks include over 5,000 people across Australia, Asia, NZ and also extend into other continents internationally. These networks include partnerships with the Asian Productivity Organization – (we are the APO designated benchmarking experts to support 20 Asian countries), NZ Business Excellence Foundation (NZBEF), Singapore Productivity Association (SPA), Thailand Productivity Institute (FTPI), Training and Productivity Authority of Fiji (TPAF) and the American Productivity and Quality Center (APOC). The networks also include partnerships with high value topic experts for processes like Measurement, Innovation, Project Management, Strategy Deployment, Leadership, People Management, Customer and Marketing, Strategic Planning etc. We are a Member of the Global Benchmarking Network Community which has members from the UK, Czech Republic, Dubai, Estonia, Germany, Hungary, India, Ireland, Italy, Malaysia, Mauritius, Moldavia, New Zealand, Poland, Russia, Slovakia, South Africa, Sweden, Switzerland, Taiwan and the USA.

### **How we started**

We commenced as sole Benchmarking delivery partners with the Australian Quality Council (AQC), a not-for-profit peak body recognized by the Commonwealth of Australia to facilitate business excellence and productivity improvements amongst Australian public and private sector organisations. We have continued to conduct the benchmarking services since then, as we purchased the AQC's benchmarking intellectual property.

### **Our core products and services include:**

- Best practice learning and sharing workshops – you can host your own best practice workshop to learn best practices to improve your strategic needs – we bring the best practices and networking to you
- Business Excellence Study Tours (B.E.S.T.)
- Partnership benchmarking networks and Communities of Practice
- Telemark telephone conferences – to share and learn ideas on a specific topic
- Strategic prioritization of improvement needs - In-house workshops (1/2 day) to innovatively rethink and prioritize your business improvement needs
- Key Performance Indicator development, Gap analysis and benchmark reports

- How to do benchmarking workshops and training for senior management and benchmarking teams
- Organizational capability assessments & Operational excellence
- Workshops to share known best practices from our benchmarking on Innovation, Customer Relationship Management, Value Creation, Organisational Excellence, Business Intelligence, Project Management, Recognition & Reward, Supply Chain etc
  - Facilitation of Process Innovation to develop recommendations within 3-4 days
    - – Strategic Business Process Re-engineering
  - Diagnostics and analyses to assess organizational maturity linked to international business excellence frameworks, employee climate surveys and for core processes

## New initiatives for 2007

- On - line benchmark capability assessments
- Webinar web conferences – for isolated regions
- International community partnerships on Contact Centres & Customer Service Excellence
- NZ and USA best practice workshops to extend your networking opportunities
- Collect benchmark KPI data
- Best Practices Guides on selected topics
- International Study Tours in Melbourne and Singapore in conjunction with the Singapore Productivity Association
- International Study Tour in New Zealand in conjunction with New Zealand Business Excellence Foundation (NZBEF)

## Brief History

- Appointed by Asian Productivity Organization as Benchmarking Experts
- Led over 80 different benchmarking studies in Australia and Internationally involving over 800 organizations in Australia and Asia. Topics have included Innovation, Project Management, Risk Management, Senior Executive Leadership, Internal Communications, Leading and Managing Change, Telephone Call Centres, Supply Chain Management, Construction Industry, Food Risk Management and Safety, Client Service & Satisfaction and Finance.
- Previously sole delivery partners for benchmarking for Australian Quality Council (AQC), a not-for-profit peak body recognized by the Commonwealth as the peak body for business improvement in Australia. We have continued to conduct the benchmarking services since then, as we purchased the AQC's benchmarking intellectual property.
- Bruce Searles** has been an Accredited Delivery Partner for Benchmarking with the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has delivered training and international presentations on benchmarking in Australia, New Zealand, Germany, Singapore, Malaysia, Thailand, the Philippines, USA, Nepal, Seoul, Papua New Guinea and Taipei. He leads the strategic relationship and benchmarking projects with the Asian Productivity Organisation, Singapore Productivity Association, FTPI in Thailand, Development Academy of the Philippines, NPC Malaysia and the APQC in the USA. Bruce has qualifications including Bachelor of Engineering, Masters of Engineering Science and Certificate IV in Quality Management (AQC). He is a Fellow of Engineers Australia. He was previously Executive for International Best Practice for Australia's largest general insurance company (NRMA Limited).

- ❑ **Anton Benc** has been an Accredited Delivery Partner for the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has qualifications including Bachelor of Electro-mechanical Engineering and Certificate IV in Quality Management (AQC). Anton leads the strategic relationship and projects with the New Zealand Business Excellence Foundation (NZBEF) for upcoming Best Practice workshops in NZ and Australia in 2007 and is working with the Singapore Productivity Association to plan and manage an International Study Tour in Melbourne and New Zealand also this year. He is also involved in benchmarking partnerships with the APQC jointly managing a customer contact centre consortium benchmarking study. Anton previously was Project Director for the AQC, heading up the national benchmarking initiative responsible for the strategic development and business growth and running of the suite of national benchmarking network processes across Australia.

Contact us - [www.benchmarkingpartnerships.com.au](http://www.benchmarkingpartnerships.com.au)

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**Benchmarking is a Business Excellence tool for finding, adapting and implementing outstanding practices in order to achieve superior performance. Benchmarking comprises prioritisation of strategic improvement needs (the why), measurement (the what - the Benchmarks) and practices (the how – the doing of benchmarking). Re-measure tracks performance improvement.**