

## Innovation and Benchmarking The Way Ahead! Public Workshop.

**3 & 4 April 2014 in Singapore**  
5 Star venue - *to be confirmed*

This practical and experiential workshop will be delivered by Bruce Searles, Director and Managing Partner of Benchmarking Partnerships covering the Asia / Oceania Regions of the World with networks to 50,000 people across the Globe. Bruce is also a Director of the Global Benchmarking Network and Asian Productivity Benchmarking Resources Person, covering over 40 countries combined. Bruce has considerable experience in assisting thousands of organisations and also countries to use Benchmarking and Innovation for vastly improved business results and increase market share. Bruce recently led an exhaustive Global Benchmarking Network study to look at benchmarking up until the year 2030 in the context of global megatrends and the findings of this work will also be included in this workshop. Depending on the number of registrations Bruce may be assisted by his colleague and co-Managing Partner Anton Benc, also from Benchmarking Partnerships to maximise knowledge gain and the experience of participants. Benchmarking Partnerships own the Australian Quality Council Benchmarking.

Executives can attend the first half day of this workshop to gain a strategic overview of innovation and benchmarking and how it can be applied for maximum benefit within their organisation. Innovation and benchmarking team members and practitioners can then continue with the remaining one and half days of the program, having also attended the first half day.

**Bruce Searles**



**Anton Benc**



Participants will learn:

### First Half Day

- The Strategy and underpinning principles behind Benchmarking and Innovation
- Rationale for Innovation and Benchmarking and the Relationship between them
- The Myths and Misconceptions about Benchmarking and Innovation – what not to do
- How to do Benchmarking and Innovation well – Global Best Practices overview
- The benefits – the large and rapid Improvements that you can make eg up to 50% savings in costs and 40% improvement in client satisfaction within 6 to 12 months
- What is Process Innovation?
- The strategy behind Process Innovation & making recommendations for very large improvements in 4 days

### The remaining 1 & 1/2 days

- The details of How to do Benchmarking and Innovation well – what to do and what not to do
  - Planning and Analysis including Determining the Right, Vital Few KPIs and Maturity Framework Assessment and Gap analysis
  - Learning and Sharing including identifying benchmarking partners and innovative best practices – includes other organisations to learn best practices from via Benchmarking Partnerships' experience and research and detailed Innovation and Benchmarking toolboxes
  - Recommendations for innovation includes Benchmarking Culture Challenges module
  - Implement Improvements – Review including Change Management and Internal Communications
- Innovation and Benchmarking 100 page Manual, Tools and Templates made available to all delegates
- Diverse and detailed facilitated practical exercises based on YOUR needs eg innovation and benchmarking plan for your business, definition of benchmarking, finding benchmarking partners, benchmarking team, communications, risk assessment, business case and facilitated action planning for your own organisation

**PTO for more information and to Register**

# Benchmarking Partnerships

Connecting Best Practices, People & Ideas




To Register go to [www.benchmarkingpartnerships.com.au](http://www.benchmarkingpartnerships.com.au)

Investments in Singapore Dollars (subject to local PIC Subsidy):

- Executive First Half Day only - \$450 – including morning tea and gourmet lunch
- Full 2 Day MasterClass Training and Certificate - \$1,480 – including morning and afternoon teas and gourmet lunches



**BRUCE SEARLES**  
Director, Benchmarking Partnerships



Director, Business Development for Global Benchmarking Network (GBN) which has members in over 20 countries


Facilitated benchmarking studies, workshops and training, involving over 1,000 organizations

Conducted Benchmarking workshops across countries like India, Canada, Pacific Islands, Philippines, Singapore, Malaysia, Thailand and Australia

Experienced in telecom, mining companies, hi-tech organizations, manufacturing, public sector and not-for-profit organizations.

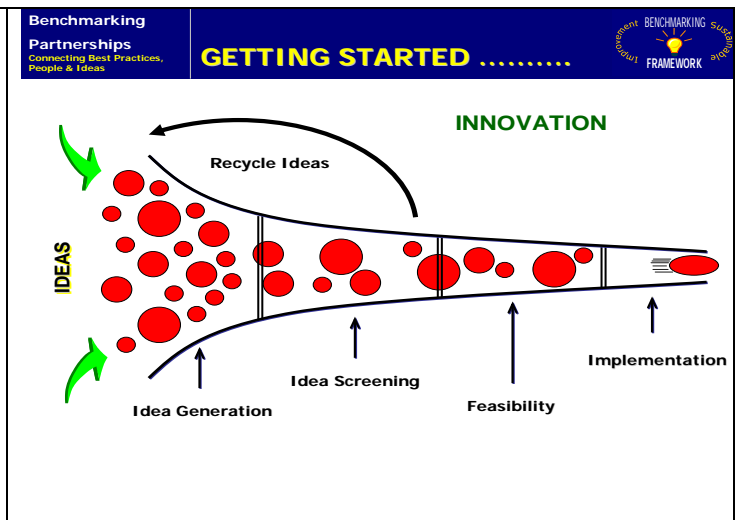
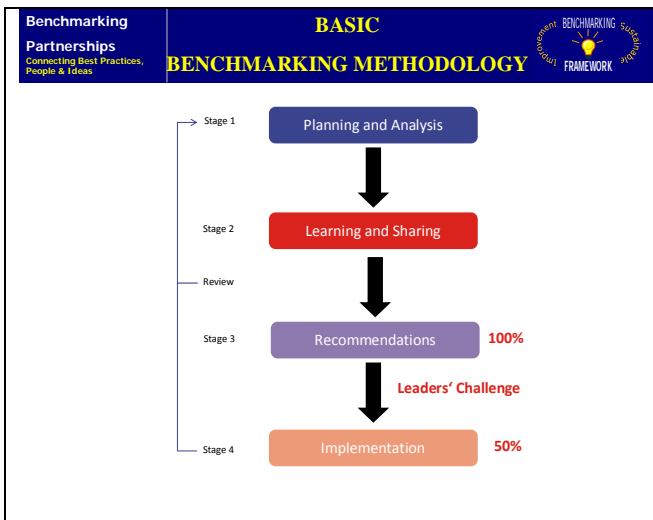
He has a database of performance benchmarks across hundreds of organizations

Bachelor of Engineering  
Masters of Engineering Science  
Certificate IV in Quality Management (AQC)



Bruce Searles assisting Benchmarking Trainees in India

Recent similar program in Thailand in June 2013 – 50 people



- *I thought your course was **absolutely brilliant**, and can't wait to implement what I have learnt – Angela Robinson, Auckland City Council.*
- Feedback from this MasterClass 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**.
- Masterclass Training in Thailand by Bruce Searles – 88% of trainees satisfied or very satisfied – comments from host peak body organisation Thailand Productivity Institute - *Your satisfaction score is very high. That shows our customers are very satisfied with your facilitation and sharing. Also, the knowledge that they gained after attend the workshop is very high. Congratulations to your success!!!*

**PLEASE CLICK HERE TO REGISTER FOR THIS WORKSHOP**